



Contract #: _____

STATE OF ARKANSAS SERVICES CONTRACT

Contract #		Federal ID #	
Service Type		Procurement Method	

1. **Contracting Parties.** State of Arkansas is hereinafter referred to as the Department and contractor is herein after referred to as the Contractor.

Department No. & Name	
Division	

Contractor Name	
Contractor Address	
Contractor Number	

2. **Objectives, Scope, and Performance.** Identify, in reasonable detail, the objectives and scope of the contractual agreement and the methods the Department will use to determine whether the objectives of the contract (Contract) have been achieved. If space below is insufficient it may be supplemented with Attachment 4.

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3. **Term Dates.** The original term (**Original Term**) of the Contract shall commence on _____, and shall continue until _____, unless earlier terminated or cancelled in accordance with the Contract or some other writing agreed to and signed by the parties, but in no event may the Original Term exceed a period of four (4) consecutive years from the effective date of the Original Term, unless exempt from Arkansas Code Annotated § 19-61-512(c)(1). By written agreement of the parties, the term of the Contract may be extended or renewed for additional time beyond the Original Term. This allows for a total possible term (**Total Possible Term**) beyond the Contract's Original Term, as defined in the following paragraph.

The **Total Possible Term** of the Contract is a period comprised of the Original Term plus any

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extensions or renewals that may be agreed to by the parties in writing, but in no event longer than a period of seven (7) consecutive years from the effective date of the **Original Term**, unless otherwise provided by law. Subject to applicable law, the terms hereof, and an appropriation of necessary funding, the Total Possible Term of this Contract expires no later than _____ (mm/dd/yyyy).

- 4. Contractor's Performance Obligations.** Contractor, for the duration of the Contract and as consideration for the Department's payment as set forth below, shall provide the following to the Department:

The parties agree that this paragraph 4 of the Contract, and any incorporated attachment, fully sets forth the Contractor's performance upon which the Department's obligation to pay the Contractor is conditioned. (if the space provided is not enough to fully specify the Contractor's duty to perform and to identify the standards of satisfactory performance, the Contractor's covenant to perform must be set forth in Attachment 5 hereto, Performance Details, the terms of which, if any, are incorporated herein by reference.)

- 5. Department's Payment Obligations.** Department, as consideration for the Contractor's satisfactory performance of the Contractor's Performance Obligations, as set forth above, shall pay the Contractor as follows:

The parties agree that this paragraph 5 of the Contract, and any incorporated attachment, fully sets forth

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all applicable rates, fees, charges, costs (transportation, per diem, subsistence, out-of-pocket allowances, and any other costs that may apply), and items for which the Contractor is entitled to payment under the Contract as consideration for Contractor's satisfactory performance of its obligations under the Contract.

The Department shall not pay Contractor except as set forth. The parties also agree that the method(s) of determining the amount of payment corresponding to the Contractor's satisfactory performance is/are set forth in this paragraph 5 such that the total payment owed under the Contract can be determined by reference thereto. (If the space provided is not enough to fully set forth the information needed to determine proper compensation owed by the Department for Contractor's satisfactory performance under the Contract, that information must be set forth in Attachment 2, Calculation of Compensation, the terms of which, if any, are incorporated herein by reference.)

Assuming: (a) Contractor's full and satisfactory performance under the Contract for the duration of the **Original Term**, and (b) the corresponding compensation identified in paragraph 5; the maximum number of dollars that the Department may be obligated to pay to the Contractor under the terms of the Contract for the Original Term is: _____ (**Initial Contract Amount**).

Assuming: (a) Contractor's full and satisfactory performance under the Contract for the duration of its **Total Possible Term**, and (b) the corresponding compensation identified in paragraph 5, the maximum number of dollars that the Department may be obligated to pay to the Contractor under the terms of the Contract for the Total Possible Term is: _____ (**Total Projected Contract Amount**).

If either the **Total Projected Contract Amount** or the amount the Department may be obligated to pay the Contractor in any given year of the **Original Term**, or the **Total Possible Term** of the Contract meets or exceeds the threshold of Arkansas Code Annotated § 19-61-116, the Contract shall be submitted for legislative review prior to its effective date.

- 6. Terms and Conditions of Solicitation Incorporated and Order of Precedence.** The parties agree that the agreement in this Contract memorializes and incorporates by reference any and all written representations, warranties, terms, and conditions, set forth in the underlying solicitation document and the bid or proposal that became the basis of the Contract award, which representations, warranties, terms, and conditions continue in full force and effect unless expressly amended hereby.

Accordingly, the provisions of this memorialization of the Contract should be read as being consistent therewith and supplementary thereto to the extent reasonably possible. However, in the event of a conflict between the provisions of this memorialization and the specific provisions of the bid or proposal that was the basis of award, such conflict shall be resolved by giving priority to the documents in the order listed below, including but not limited to conflicting order of precedence provisions.

- A. This Contract, as may be amended in writing by the parties;
- B. The solicitation _____ (Solicitation number) including all Addenda;
- C. Contractor's response to the solicitation.

7. Termination & Cancellation Clauses.

- A. Non-Appropriation Clause Pursuant to Arkansas Code Annotated § 19-67-206(b)(11).** In the event the State of Arkansas fails to appropriate funds or make monies available for any biennial period covered by the term of this contract for the services to be provided by the Contractor, this Contract shall be terminated on the last day of the last biennial period for which funds were

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appropriated or monies made available for such purposes.

This provision shall not be construed to abridge any other right of termination the agency may have.

- B. For Convenience.** The Department may terminate this contract for any reason by giving the Contractor written notice of such termination no less than sixty (60) days prior to the date of termination.
- C. For Cause.** The Department may cancel this Contract for cause when the Contractor fails to perform its obligations under it by giving the Contractor written notice of such cancellation at least thirty (30) days prior to the date of proposed cancellation. In any written notice of cancellation for cause, the State will advise the Contractor in writing of the reasons why the State is considering cancelling the Contract and may provide the Contractor with an opportunity to avoid cancellation for cause by curing any deficiencies identified in the notice of cancellation for cause prior to the date of proposed cancellation. The parties may endeavor to agree to reasonable modifications in the Contract to accommodate the causes of the cancellation for cause and avoid the cancellation, to the extent permitted by law, and at the discretion of each party individually.

8. Non-negotiable Governing Law and Venue.

- A.** This contract shall be governed by and construed in accordance with the Laws of the State of Arkansas. Exclusive venue arising under this Contract is Pulaski County, Arkansas.
- B.** Any legislation that may be enacted subsequent to the date of this Contract, which may cause all or any part of the Contract to be in conflict with the laws of the State of Arkansas, will be given proper consideration if and when this contract is renewed or extended. At such time, the parties agree that the Contract shall be amended to comply with any applicable laws in effect.
- C.** Under Arkansas law, the release of public records is governed by the Arkansas Freedom of Information Act found at Section 25-19-101 et. seq. of the Arkansas Code Annotated.

9. Non-negotiable Sovereign Immunity. Nothing in this Contract shall be construed as a waiver of the State's sovereign immunity. Any claims Contractor wishes to assert against the State in connection with this Contract shall be brought in the Arkansas State Claims Commission.

10. Non-negotiable Intergovernmental/Cooperative Use. In accordance with Arkansas Code Annotated § 19-61-802, any State public procurement unit may participate in this Contract with a participating addendum signed by the Contractor and approved by the chief procurement officer of the procurement agency issuing the contract.

11. Non-negotiable Disclosure Required by Executive Order 98-04. Any contract or amendment to a contract executed by an agency which exceeds \$10,000 shall require the Vendor to disclose information as required under the terms of Executive Order 98-04 and the Regulations pursuant thereto. The Vendor shall also require the subcontractor to disclose the same information. The Contract and Grant Disclosure and Certification Form shall be used for this purpose. Contracts with another government entity such as a state agency, public education institution, federal government entity, or body of a local government are exempt from disclosure requirements.

The failure of any person or entity to disclose as required under any term of Executive Order 98-04, or the violation of any rule, regulation or policy promulgated by the Department of Finance and

Administration pursuant to this Order, shall be considered a material breach of the terms of the contract, lease, purchase agreement, or grant and shall subject the party failing to disclose, or in violation, to all legal remedies available to the Agency under the provisions of existing law.

- 12. Compliance.** The Contractor shall ensure, in cooperation with the Department, that the Contract adheres to the requirements of Arkansas procurement law, including without limitation the inclusion of any mandatory language and the submission of the contract for any required review. The signature of the Contractor on this Contract serves as an acknowledgement that the Contractor is:
- A.** Equally responsible with the Department for adhering to the requirements of Arkansas Procurement Law related to the content and review of the Contract; and
 - B.** Subject to the relevant ethical provisions of Arkansas Code Annotated § 19-64-101 et seq.
- 13. Indemnity.** The Contractor shall be fully liable for the actions of its agents, employees, partners, and assigns and shall fully indemnify, defend, and hold harmless the Department, and their officers, agents, and employees from third party suits, actions, damages, and costs of every name and description, including attorney's fees to the extent arising from or relating to personal injury and damage to real or personal property, caused in whole or in part by the negligence or willful misconduct of Contractor, its agents, employees, partners, or assigns.
- 14. Assignment/Subcontracting.** Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this Contract, in whole or in part, without the prior written approval of the Department.
- 15. Amendments.** The terms of this Contract shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without written approval of both parties. Any amendment that increases compensation or represents a material substantive change may require review by Legislative Council or Joint Budget Committee pursuant to Arkansas Code Annotated § 19-61-116.
- 16. Records.** Financial and accounting records reasonably relevant to State of Arkansas transactions under this Contract shall be subject to examination by appropriate Arkansas government authorities for a period of five (5) years from the date of expiration, termination or cancellation and final payment under this Contract, provided, however, that such government authorities will provide thirty (30) days written notice to the Contractor of its intent to conduct such examination contemplated by this section; and provided that such examination occurs pursuant to a mutually agreed upon location, during normal business hours and subject to reasonable confidentiality obligations.
- 17. Non-waiver.** The failure by one party to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Contract constitute a waiver of any subsequent breach or default or a waiver of the provision itself.
- 18. Severability.** If any provision of this contract is held unenforceable, all remaining provisions of this Contract shall remain in full force and effect.
- 19. ACH Payment.** All payments to the Contractor under this Contract shall be made exclusively through ACH (Automated Clearing House) direct deposit or through the State's authorized VISA Procurement Card (p-card). The Contractor agrees to provide the necessary banking information, including account number, routing number, and any other details required to facilitate ACH direct deposits. The Contractor

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is responsible for ensuring that the provided banking information is accurate and up to date. Any delays or errors in payment caused by incorrect or outdated information provided by the Contractor shall not be the responsibility of the Department. The Department will process payments according to the agreed payment schedule, and all payments made via ACH direct deposit shall be considered as duly received upon successful transmission to the Contractor's designated bank account.

20. Attachments.

1. Certification of Contractor
2. ~~Calculation of Compensation, as applicable;~~
3. ~~Source of Funds~~
4. Objectives, Scope, and Performance Standards, as applicable; and
5. Performance Details, as applicable
6. Additional Attachments as applicable
 - A. _____
 - B. _____
 - C. _____

21. Notices.

- A. Method of Notice.** The parties shall give all notices and communications between the parties in writing by (i) personal delivery, (ii) a nationally-recognized, next-day courier service, (iii) first-class registered or certified mail, postage prepaid, (iv) fax, or (v) electronic mail to the party's address specified in this Contract, or to the address that a party has notified to be that party's address for the purposes of this section.
- B. Receipt of Notice.** A notice given under this Contract will be effective on
- i. the other party's receipt of it, or
 - ii. if mailed, the earlier of the other party's receipt of it and the fifth business day after mailing it.
- C. Issuance of Notice.** All notices and communications between the parties in writing shall be directed to the respective parties in accordance with the following:

Contact #1 – Department Representative submitting/tracking this contract

Name

Title

Telephone #

Email

Contact #2 - Department Representative with knowledge of this project (for general questions and responses)

Name

Title

Telephone #

Email

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Contact #3 - Department Representative Director or Critical Contact (for time sensitive questions and responses)

_____	_____
Name	Title
_____	_____
Telephone#	Email

22. Technology Access. If the Commodities are electronic information processing hardware or software, including telecommunications hardware or software (“Information Technology”), then the Contractor represents and warrants it shall comply with federal and state law relating to accessibility by persons with visual impairments and nonvisual access standards established by the Office of State Technology, which standards can be found at [Technology Access Clause](#) and are included herein by reference, as applicable.

23. SIGNATURES
DEPARTMENT SIGNATURE CERTIFIES NO OBLIGATIONS WILL BE INCURRED BY A STATE DEPARTMENT UNLESS SUFFICIENT FUNDS ARE AVAILABLE TO PAY THE OBLIGATIONS WHEN THEY BECOME DUE.

IN WITNESS WHEREOF, the Parties sign and cause this Contract to be executed. Notwithstanding verbal or other representations by the parties, the “Effective Date” of this Contract shall be the date provided in Section 3 above.

CONTRACTOR AUTHORIZED SIGNATURE	DEPARTMENT AUTHORIZED SIGNATURE
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_____	_____
Printed Name	Printed Name
_____	_____
Title	Title
_____	_____
Address	Address
_____	_____
Signature	Signature
_____	_____
Date	Date

Contract #: _____

Attachment #1 CERTIFICATION OF CONTRACTOR

Sections A, B and C apply to all service contracts. Sections D and E apply to Professional and Consulting Services contracts only.

A. "I, _____, _____
(Contractor) (Title)

certify under penalty of perjury that, to the best of my knowledge and belief, no regular full-time or part- time employee of the State of Arkansas will receive any personal, direct or indirect monetary benefits as a result of the execution of this contract that would violate the law." Where the Contractor is a widely-held public corporation, the term 'direct or indirect monetary benefits' "shall not apply to any regular corporate dividends paid to a stockholder of said corporation who is also a State employee and who owns less than ten percent (10%) of the total outstanding stock of the contracting corporation."

B. List any other contracts or subcontracts Contractor has with any other state government entities. (Not applicable to contracts between Arkansas state departments. If no contracts or subcontracts, please put "Not applicable" or "None.")

C. Is Contractor currently engaged in any legal controversies with any state agencies or representing any clients engaged in any controversy with any Arkansas state department? If no controversies, please put "Not applicable" or "None.")

D. Contractor shall list below, or on an attachment hereto, names, addresses, and relationship of those persons who will be supplying services to the State at the time of the execution of the contract. If the names are not known at the time of the execution of the contract, the Contractor shall submit the names along with the other information as they become known. Such persons shall, for all purposes, be employees or independent contractors operating under the control of the Contractor (subcontractors), and nothing herein shall be construed to create an employment relationship between the departments and the persons listed below.

Name	Address	Relationship

CERTIFICATION OF CONTRACTOR CONT'D

E. The State has no managerial responsibilities over the Contractor or Contractor's employees. In carrying out this contract, Contractor understands and represents that there is no employment relationship between the contracting parties.

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

1. **Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.

A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.

2. **Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater.

No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-60-105.

3. **Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater.

A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.

4. **Scrutinized Company Restriction:** Required with bid or proposal submission.

A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are in compliance with the certification requirements listed above that are relevant to this contract and will remain so for the aggregate term of any resultant contract.

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Attachment #2 Calculation of Compensation - attachment not applicable

Calculation of Compensation (for Professional & Consulting Service Contracts Only):

- A. In the table below, provide the various levels of expertise, the number of personnel for each level, the compensation rate, and total for each level, as applicable.

Level of Personnel	Number	Compensation Rate	Total for Level
TOTAL COMPENSATION EXCLUSIVE OF EXPENSE REIMBURSEMENT(S)			

- B. In the table below, provide any allowable reimbursable expenses, estimated rates, and a total for each level.

Reimbursable Expense Items (Specify)	Estimated Rate of Reimbursement	Total
TOTAL REIMBURSABLE EXPENSES		

Total compensation inclusive of expenses reimbursement: _____

Annual Contract Amount: _____

Calculation of Services and Commodities (for Technical & General Service Contracts Only):

- A. In the table below, as applicable, provide the various services to be rendered, the quantity, cost per item, and total cost.

Services	Quantity	Cost Per Item	Total Cost
TOTAL SERVICES			

- B. In the table below, as applicable, provide the various commodities, quantity, cost per item, and total cost

Commodities	Quantity	Cost Per Item	Total Cost
TOTAL COMMODITIES			

Total services inclusive of commodities: _____

Annual Contract Amount: _____

Attachment #3 Source of Funds - attachment not applicable

Source of Funds the Department intends to draw on. This is provided for informational purposes only. It is required under Arkansas Procurement Law and is not a performance obligation of the Department or an unconditional promise to pay from the sources identified.

Fund Source	Identify Source of Funds*	Fund	Fund Center	Amount of Funding	% of Total Contract Cost
					%
					%
					%
					%
					%
					%
TOTALS					%

Identify whether State general revenue funds (GRF), special revenue funds (SRF), federal funds (FED), or other public funds (Other) are the source. Identify each specific source of SRF, such as special taxes or fees, in the "Identify Source of Funds" column. Similarly, if Other public funds, such as tobacco funds, general improvement funds, etc., are being used to pay the Contractor, these should be specified in the "Identify Source of Funds" column.

Attachment #4 Performance Standards

Proposed Performance Standards are designed to measure overall contractor responsiveness, service continuity, documentation compliance, and repeat quality performance while still allowing reasonable opportunity to cure deficiencies before damages are assessed.

Criteria	Standard	Damages
<i>Example: Implementation</i>	<i>Completes all implementation activities by the Go-Live Date.</i>	<i>\$300 for each calendar day beyond the Go-Live Date whereby the Contractor fails to complete all implementation activities. Contractor will credit damages applied to the first submitted monthly invoice.</i>
Implementation/ Startup	Contractor completed mutually agreed onboarding, staffing and service launch by the established Go-Live Date of each awarded facility	\$300 per calendar day beyond the agreed Go-Live Date for failure to commence services, unless delayed by factors outside Contractor control.
Routine Response Time	Contractor acknowledges all routine service requests, complaints, or communications from State Entity within 4 business hours	\$25 per documented occurrence for failure to acknowledge within required timeframe after first warning in a billing cycle.
Emergency Response Time	Contractor acknowledges emergency service disruptions or urgent issues within 1 hour and initiates correction action promptly	\$100 per documented occurrence for failure to respond within required timeframe.
Inspection Compliance	Contractor completes scheduled inspections and maintains documented inspection reports as agreed with purchasing entity	\$25 per missed documented inspection.
Service Continuity/ Coverage	Contractor provides scheduled janitorial coverage on agreed services dates without unapproved service interruption	Credit equal to the prorated daily service value for each documented missed service occurrence.
Security/ Key Control Compliance	Contractor maintains compliance with key control, access credentials and facility security procedures	Actual cost of rekeying/ replacement if caused by Contractor negligence, plus \$50 administrative credit.
Repeated Quality Deficiency	Contractor maintains overall acceptable quality standards and does not exceed repeated unresolved inspection failure within a monthly billing cycle.	\$100 per repeated unresolved deficiency pattern after documented notice and opportunity to fix.



STATE OF ARKANSAS
DEPARTMENT OF SHARED ADMINISTRATIVE SERVICES
OFFICE OF STATE PROCUREMENT
501 Woodlane St., Ste. 220
Little Rock, Arkansas 72201-1023

REQUEST FOR PROPOSAL
SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Solicitation Number:	S000000473	Solicitation Issued:	January 12, 2025
Description:	Statewide Janitorial Services		
Department:	Shared Administrative Services – Office of State Procurement		

PROPOSAL DUE DATE AND SUBMISSION OF RESPONSE DOCUMENTS			
Proposal Due Date:	February 25, 2026	Time:	10:00 AM, Central Time
Proposal submissions for this Request for Proposal must be submitted through ARBuy, the State's eProcurement system, by the Proposal Due Date and Time. Proposals received after the Proposal Due Date and Time will be rejected as untimely. ARBuy can be accessed at arbuy.arkansas.gov .			

LIVE PROPOSAL OPENING INFORMATION	
Teams Meeting Link:	Join the meeting now
Meeting ID:	245 122 285 110 1
Passcode:	pN3LC2hR
Call in (audio only):	501.244.3310 or find a local number
Phone Conference ID:	183 528 415#

SAS OFFICE OF STATE PROCUREMENT CONTACT INFORMATION			
SAS OSP Procurement Specialist:	Julie Robnolt	Procurement Specialist's Direct Phone Number:	501-371-6070
Email Address:	julie.robholt@arkansas.gov	SAS OSP's Main Number:	501-324-9316
SAS OSP Website:	sas.arkansas.gov/procurement/		

SECTION 1 – GENERAL INFORMATION AND INSTRUCTIONS

1.1 INTRODUCTION

This Request for Proposal (RFP) is issued by the SAS Office of State Procurement (SAS OSP) for the State of Arkansas (“State”) to obtain pricing and a contract for Statewide Janitorial Services.

The contract will be awarded to the Prospective Contractor determined to have submitted the proposal that is the most advantageous to the State. Direct all questions, comments, or concerns regarding this solicitation to the SAS OSP.

1.2 TYPE OF CONTRACT

- A. As a result of this RFP, SAS OSP intends to award a contract to a single Contractor.
- B. The anticipated starting date for any resulting contract is March 23, 2026, except that the actual contract start date may be adjusted unilaterally by the State for up to three (3) calendar months. By submitting a signed proposal in response to the RFP, the Prospective Contractor represents and warrants that it will honor its proposal as being held open as irrevocable for this period.
- C. The initial term of a resulting contract will be for one (1) year. Upon mutual agreement by the Contractor and the State, the contract may be renewed by SAS OSP for up to six (6) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.

1.3 DEFINITION OF TERMS

- A. Unless otherwise defined herein, all terms defined in Arkansas Procurement Law have the same meaning herein.
- B. “Prospective Contractor” means a responsible offeror who submits a proposal in response to this Solicitation.
- C. The terms “Request for Proposal,” “RFP,” and “Solicitation” are used synonymously in this document.
- D. “Requirement” means a term, condition, provision, deliverable, Specification, or a combination thereof, that is obligated under the Solicitation, resulting contract, or both.
- E. “Responsive Proposal” means a proposal submitted in response to this Solicitation that conforms in all material respects to this RFP.
- F. “**Shall**” and “**must**” mean the imperative and are used to identify Requirements.
- G. “Specification” means any technical or purchase description or other description of the physical or functional characteristics, or of the nature, of a commodity or service. “Specification” may include a description of any Requirement for inspecting, testing, or preparing a commodity or service for delivery.
- H. “State” means the State of Arkansas. When the term “State” is used herein to reference any obligation of the State under a contract that results from this Solicitation, that obligation is limited to the Department using such a contract.

1.4 SOLICITATION SCHEDULE

For informational purposes, SAS OSP is providing a Solicitation Schedule; however, dates listed and noted with an asterisk (*) are anticipated dates only and are subject to change at the discretion of the State. All times are listed in Central Time.

TABLE A: TENTATIVE SOLICITATION SCHEDULE

ACTIVITY	DATE
Deadline for Prospective Contractor Questions	January 21, 2026 @ Midnight
Answers to Questions Posted to ARBuy*	January 26, 2026
Proposal Due Date	February 25, 2026 @ 10 AM

Initial Proposal Evaluation*	March 3, 2026
Interviews*	March 11-12, 2026
Final Proposal Evaluation*	March 12, 2026
Discussions Kick Off Meeting*	March 18, 2026
Finalize Discussions*	March 27, 2026
Post Anticipation to Award*	March 27, 2026
Award Contract*	April 2026

1.5 CLARIFICATION OF SOLICITATION

- A. Submit questions requesting clarification of information contained in this Solicitation via the Solicitation posting in ARBuy by the date and time listed in Table A.
 1. For each question submitted, Prospective Contractor should reference the specific Solicitation item number to which the question refers, as applicable.
 2. Prospective Contractors' written questions will be consolidated and responded to by the State as deemed appropriate. The State's consolidated written response is anticipated to be posted to the Solicitation posting in ARBuy by the close of business on the date provided in Table A. If Prospective Contractor questions are unclear or non-substantive in nature, the State may request clarification of a question(s) or decline to answer.
- B. The Prospective Contractor should notify the SAS OSP Procurement Specialist of any Requirements that precludes the Prospective Contractor from submitting a Responsive Proposal.
- C. Prospective Contractors may contact the SAS OSP Procurement Specialist with non-substantive questions at any time prior to the proposal opening.
- D. An oral statement by SAS OSP will not be part of any contract resulting from this Solicitation and may not reasonably be relied on by any Prospective Contractor as an aid to interpretation unless it is reduced to writing and expressly adopted by SAS OSP.
- E. Only an addendum written and authorized by the State will modify the Solicitation.

1.6 RESPONSE DOCUMENTS

- A. All proposal responses **must** be submitted through ARBuy, the State's eProcurement system. The system can be accessed at arbuy.arkansas.gov.
 1. Prospective Contractors **must** be registered in ARBuy to submit proposals responses.
- B. *Technical Proposal Packet*
 1. Prospective Contractors **shall** utilize the *Technical Proposal Packet* to submit their responses.
 2. The following items are proposal Submission Requirements and **must** be submitted as part of a Prospective Contractor's proposal response.
 - a. Signed *Proposal Signature Page*; signature may be ink or digital.
 - b. Technical Proposal response to the *Information for Evaluation* section included in the *Technical Proposal Packet*, which **must** be in the English language.
 - c. Completed *Official Solicitation Price Sheet* attached to the Solicitation in ARBuy.
 - i. Pricing **must** be proposed in U.S. dollars and cents.
 - ii. Quantities stated are estimates only and are not guaranteed. Prospective Contractor **must** submit unit price on the estimated quantity and unit of measure specified.

- The State may order more or less than the estimated quantity on term contracts, and the Contractor **shall** sell to the Department quantities ordered at no more than the submitted price.
- iii. If pricing documents do not allow for accurate pricing, Prospective Contractor should notify the OSP Procurement Specialist at least seventy-two (72) hours before the proposal opening time.
- iv. Prices **must** be firm offers and adjustments may be negotiated at the time of contract renewal.
 - A request for a price increase **must** include supporting documentation demonstrating that the increase in contract price is based on an increased cost to the Contractor and that the proposed pricing is still competitive in the marketplace. The State has the right to approve or deny any request for a price adjustment.
- v. Discount from list pricing is not acceptable unless requested elsewhere in the Solicitation.
- vi. State or local sales taxes should not be included in the price. Trade discounts should be deducted from the unit price and the net price should be shown in the pricing response.
- d. *Recommended Options Form*
 - i. The *Recommended Options* form included in the *Technical Proposal Packet* allows Prospective Contractors to identify any recommended options or optional service ideas that may benefit the State that were not included in the Requirements and the proposed solution.
- e. Copy of Prospective Contractor's *Equal Opportunity Policy*
 - i. Pursuant to Arkansas Code Annotated § 19-11-104, OSP requires a Prospective Contractor bidding on a state contract to submit a copy of the Prospective Contractor's *Equal Opportunity (EO) Policy*.
 - ii. Prospective Contractors not required by law to have an *EO Policy* **must** submit a written statement to that effect.
- f. Proposed *Subcontractors Form* (see [SRV-1](#), section 14)
- 3. The following items, which **must** be submitted prior to a contract award to the Prospective Contractor, may also be included with the Prospective Contractor's proposal:
 - a. *EO 98-04: Contract and Grant Disclosure Form* (see [SRV-1](#), section 11)
 - b. *Voluntary Product Accessibility Template (VPAT)*, if applicable
- 4. Prospective Contractors should not include any other documents or ancillary information, such as a cover letter or promotional/marketing information.
- C. Redacted copy of the *Technical Proposal Packet*
 - 1. One (1) redacted (marked *Redacted*) copy of the Prospective Contractor's proposal response (see *Proprietary Information*), if applicable.
- D. Prospective Contractors should not alter language in Solicitation document(s) or *Official Solicitation Price Sheet* provided by the State.
- E. Prospective Contractor's proposals cannot be altered or amended after the proposal opening except as permitted by law or rule.
- F. Prospective Contractors may submit multiple proposals.

SECTION 2 – REQUIREMENTS

2.1 BACKGROUND AND CURRENT ENVIRONMENT

The State currently has many agency- and location-driven contracts for Janitorial Services. It is the intent of this RFP and any resulting contract to streamline the number of contracts and pricing to get the most advantageous contract for Statewide Janitorial Services.

2.2 OBJECTIVES AND GOALS

The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as “Purchasing Entity”). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services.

Note: The handling and cleaning of biohazard or chemical materials is not part of this RFP.

2.3 PROSPECTIVE CONTRACTOR MINIMUM QUALIFICATIONS

- A. The Prospective Contractor **shall** have a minimum of five (5) years of experience providing commercial Janitorial Services of similar size and scope as detailed in this RFP.
- B. The Prospective Contractor **shall** be able to provide consistent Janitorial Services across all regions of the State, with a local presence or partnership in each service area.
- C. The Prospective Contractor **shall** submit a current business license for the State of Arkansas prior to the award of any resulting contract and upon renewal of any resulting contract.

2.4 GENERAL REQUIREMENTS

- A. The Contractor **shall** provide supervision, labor, transportation, equipment, supplies, tools, apparatus, incidentals, etc. to perform commercial Janitorial Services.
- B. The Contractor **shall** perform Janitorial Services in compliance with all applicable Federal and State laws, rules, and regulations, and any local safety regulations and standards.
- C. The Contractor **shall** provide commercial Janitorial Services for State and other public entities in varying sized spaces, locations, and levels of service across the State of Arkansas.
- D. The Contractor **shall** ensure that the Janitorial Services are of high-quality, thorough, and completed with professionalism.
- E. The Contractor **shall** provide a reliable, trained workforce to perform the Janitorial Services.
- F. The Contractor **shall not** use any products, supplies, or equipment which may be injurious or damaging to the surfaces upon which they are to be applied. All products, supplies, or equipment **must** be commercial grade.
- G. The Contractor **shall** furnish and use safety precautions necessary to warn citizens or employees of wet floors, or of any other condition which may be hazardous.
- H. During the Discussions Phase, the Contractor **shall** provide the name and contact information of the person who will be in direct contact with the Purchasing Entity regarding any issues under any resulting contract.

2.5 BASIC LEVEL OF JANITORIAL SERVICES REQUIREMENTS

- A. The Contractor **shall** perform basic commercial Janitorial Services on designated days and times, such as daily, evenings, weekly, monthly, quarterly, and/or special projects, as designated by the Purchasing Entity contracting for the services.
- B. The Contractor **shall** perform basic commercial Janitorial Services including, but not limited to, the following:
 - 1. Sweeping

2. Mopping
 3. Changing trash can liners
 4. Trash disposal
 5. Spot vacuuming
 6. Wiping down surfaces
 7. Indoor window washing and basic cleaning around windows
 8. Stairwell and breezeway/entryway basic cleaning and sweeping
 9. Restocking supplies
- C. The Purchasing Entity will determine the details of their basic Janitorial Services requirements including types and frequency of services.
- D. The Contractor and the Purchasing Entity **shall** develop mutually agreed upon Performance Standards with appropriate damages for lack of performance.

2.6 ADD-ON JANITORIAL SERVICES REQUIREMENTS

- A. The Contractor **shall** perform additional commercial Janitorial Services on designated days and times, such as daily, evenings, weekly, monthly, quarterly, and/or special projects, as designated by the Purchasing Entity contracting for the services.
- B. The Contractor **shall** perform additional commercial Janitorial Services including, but not limited to, the following:
1. Deep carpet cleaning/shampooing
 2. Stripping and waxing vinyl composite tile (VCT)
 3. Machine-scrub luxury vinyl tile (LVT)
 4. Breakroom trash receptacle cleaning
 5. Dumpster area cleaning
- C. The Purchasing Entity will determine the details of their additional Janitorial Services requirements including types and frequency of services.
- D. The Contractor and the Purchasing Entity **shall** develop mutually agreed upon Performance Standards with appropriate damages for lack of performance.

2.7 PROPERTY USE AND DAMAGE

- A. The Contractor **shall not** use telephones, copy machines, or any other equipment installed in the facilities that are the property of the Purchasing Entity. Unauthorized use may be subject to reimbursement to the Purchasing Entity.
- B. The Contractor **shall** be responsible for loss, damage, and destruction to the Purchasing Entity's property and to the property of others due to the Contractor's carelessness and make good at Contractor's own expense at the request of the Purchasing Entity.
- C. The Contractor **shall** be responsible for loss, damage, and destruction of their own property or that of any equipment and materials used in conjunction with the services performed and **shall** purchase, at the Contractor's own expense.

2.8 SAFETY, SECURITY, AND COMPLIANCE REQUIREMENTS

- A. The individuals performing the Janitorial Services **shall** wear clean and presentable uniform/smuck with an identification badge that clearly identifies themselves as a member of the Janitorial Services staff.

- B. The Contractor **shall** require all individuals performing the Janitorial Services to personally sign for and be responsible for each electronic access card and/or keys provided to gain entry to work areas. The access card and/or keys **must** be used only by the individual who has signed for the access card and/or keys.
 - 1. When an individual is no longer performing Janitorial Services under any resulting contract, the access card and/or keys **must** be returned to the Purchasing Entity.
 - 2. If an access card and/or keys are lost, the Contractor **shall** notify the Purchasing Entity immediately.
 - 3. If a person other than the individual signing for the access card and/or keys uses the access card and/or keys for entry to work areas, this may be cause for termination of any resulting contract.
- C. The Contractor **shall** keep the building locked when on premises after hours and **shall** exclude all unauthorized persons.
- D. The Contractor **shall** lock all doors and turn off lights when leaving the premises after hours.
- E. The Contractor **shall** create a method for individuals to sign in upon work commencement and to sign out upon work completion at the facility.
- F. The Contractor **shall** comply with all relevant regulations and rules with regard to the Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control (CDC).

2.9 INSURANCE REQUIREMENTS

- A. Prior to award of any resulting contract, the Contractor **shall** provide an approved Certificate of Insurance and **shall** maintain the following insurance requirements throughout the term(s) of any resulting contract. The Contractor **shall** notify the State of any intention to cancel the insurance within ten (10) business days.
- B. The Contractor **shall** have the following liability limits:
 - 1. Commercial General Liability
 - a. Each occurrence \$1,000,000
 - b. General aggregate \$2,000,000
 - 2. Automobile Liability
 - a. Combined single limit \$1,000,000
 - 3. Workers' Compensation and Employer's Liability
 - a. Workers' Compensation per statutory limits
 - b. Employee Liability \$100,000
 - c. Disease (each employee) \$100,000
- C. The Contractor **shall** assume all liability for any accidents that may occur directly or indirectly during contract work.
- D. The Contractor **shall** name the State of Arkansas as a certificate holder on each Certificate of Insurance with the following information:
 - 1. Contract number, which will be provided prior to the award of any resulting contract
 - 2. State of Arkansas and/or Purchasing Entity
- E. The Contractor **shall** provide the State with replacement Certificates of Insurance not less than thirty (30) business days prior to the expiration dates or renewal dates of any insurance policies reflected on such certificates.

F. The insurance **must not** be modified without the State's approval.

2.10 CRIMINAL BACKGROUND CHECK AND DRUG TESTING REQUIREMENTS

- A. At the request of the State, the Contractor **shall** complete and provide the results from the Arkansas State Police (ASP) 122 Individual Record Check on all individuals who will be performing work for any resulting contract, including individuals who may be added at a later date.
- B. Criminal background checks that are not current **will not be accepted**. If, for some reason, ASP is delayed in sending the criminal background checks to the State, the State will accept proof of payment and application from the Contractor to receive the reports as being compliant with this requirement.
- C. Individuals who do not pass a criminal background check **shall not** be allowed to work at any State- or public-related facility in relation to any contract resulting from this RFP.
- D. The State reserves the right to determine if an individual passes or fails the criminal background check based on the results of the check.
- E. The State reserves the right to terminate any contract resulting from this RFP if evidence of tampering with background checks appears.
- F. The State reserves the right to request, at no cost to the State, additional background checks on any individual performing services at any time during the initial term of the contract or during any renewal periods should good cause exist and is provided to the Contractor. The State **shall** have sole authority to determine good cause. If requested by the State, the Contractor **shall** have the additional background checks performed.
- G. The Contractor **shall** maintain criminal background checks on all of the individuals performing services throughout the term(s) of any resulting contract.
- H. The Contractor **shall** be responsible for all costs associated with the criminal background checks.
- I. Prior to performing services under any resulting contract, the Contractor **shall** have all individuals who will be performing Statewide Janitorial Services submit to and pass a drug test. The State reserves the right to request a copy of the drug test results. If requested, the Contractor **shall** provide the drug test results within twenty-four (24) hours of request from the State.
- J. The Contractor **shall** release from service under any resulting contract, any individual performing Statewide Janitorial Services who tests positive (at or above the cutoff concentration levels established by the US Department of Transportation or Arkansas Law) for a controlled substance as listed in the Arkansas's Uniform Controlled Substances Act.
- K. At a minimum, the controlled substances listed below **must** be designated to detect in the drug test:
 - 1. Marijuana
 - 2. Cocaine
 - 3. Opiates
 - 4. Amphetamines
 - 5. PCP
 - 6. Alcohol
- L. The Contractor **shall** comply with all of the Purchasing Entity's labor, drug, safety, and any other rules and regulations established by the Purchasing Entity.

2.11 TRAINING REQUIREMENTS

- A. The Contractor **shall** provide a proposed *Training Plan* during the Discussions phase.

- B. The Contractor **shall** keep records of all training sessions completed by individuals and **shall** be prepared to report on an individual's completed trainings if requested by the State.
- C. The Contractor **shall** determine what the frequency of the trainings will be and if there will be differing levels of training depending on the cleaning requirements at a given State- or public-related facility.

2.12 QUALITY CONTROL REQUIREMENTS

- A. The Contractor **shall** provide a proposed *Quality Control Plan* during the Discussions phase.
- B. The Contractor **shall** create a system for inspecting the facilities where the Janitorial Services are being performed.
- C. The Contractor **shall** create a checklist for use during the inspection of the facility.
- D. The checklist **must** be signed and dated to indicate the time the inspection was completed. The person who performed the Janitorial Services **shall not** be the one to do the inspection.
- E. The signed and dated checklists **must** be kept on file with the Contractor and a copy **must** be provided if requested by the State.
- F. If an inspection reveals any deficiencies, a corrective action plan **must** be created to remedy any deficiencies.

2.13 COMMUNICATION AND RESPONSE REQUIREMENTS

- A. The Contractor **shall** provide a proposed *Communication and Response Plan* during the Discussions phase.
- B. The *Communication and Response Plan* **must** include, but not be limited to, the following:
 - 1. Establish the most effective system for the Account Manager to communicate with the Purchasing Entity's designee including, but not limited to:
 - a. What is the relevant information to be communicated.
 - b. What the frequency of communication should be.
 - c. How to troubleshoot for any issues that arise from either party.
 - 2. Establish a system and protocols for any emergency situations that arise from either party.
 - 3. Establish a system and protocols for assessing performance of the individuals who are providing the Janitorial Services.
 - 4. Identify the reporting requirements including, but not limited to:
 - a. What data needs to be reported.
 - b. Is there a need for multiple reports.
 - c. What the reporting format should be.
 - d. What will be the method of sharing reports with the State.
 - e. What the frequency of reports should be.
 - 5. Establish a system and protocols for client complaints and a way to troubleshoot solutions including defining procedures to escalate.
 - 6. Establish a system and protocols for making changes to any policies, training guidelines, cleaning methods, entity-specific requirements, and any other topic that needs to be addressed and/or revised.
 - 7. Establish a system and protocols for events involving inclement weather, force majeure, or any natural disaster that may disrupt the continuity of the Janitorial Services being provided.

2.14 MARKETING PLAN REQUIREMENTS

- A. The Contractor **shall** provide a proposed *Marketing Plan* during the Discussions phase.
- B. The *Marketing Plan* **must** include, but is not limited to, the following:
 - 1. How the Contractor will advertise in general about the services available.
 - 2. How the Contractor will advertise to the school districts about the services available.
 - 3. How the Contractor will advertise to the cities and counties about the services available.
 - 4. How the Contractor will advertise to the universities and colleges about the services available.
 - 5. How the Contractor will advertise to other public entities about the services available.

2.15 PERFORMANCE STANDARDS

- A. State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services that a Contractor **shall** provide.
- B. The State may be open to negotiations of Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration.
- C. Performance Standards **shall not** be amended unless they are agreed to in writing and signed by the parties.
- D. Failure to meet the minimum Performance Standards as specified will result in the assessment of damages.
- E. In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.
- F. Should any compensation be owed to the Department due to the assessment of damages, Contractor **shall** follow the direction of the Department regarding the required compensation process.

SECTION 3 – SELECTION

3.1 SELECTION PROCESS

- A. SAS OSP will review each *Technical Proposal Packet* to verify Submission Requirements have been met. *Technical Proposal Packets* that do not meet Submission Requirements will be rejected and will not be evaluated.
1. The State may conduct cost checks based on the cost submitted by each Prospective Contractor on the completed pricing response.
 - a. Prospective Contractors submitting Responsive Proposals with a proposed cost that falls twenty-five percent (25%) or more from the average submitted cost may be asked to justify their submitted cost.
 - b. Should SAS OSP request clarification and/or additional information regarding cost, Prospective Contractors **shall** provide clarification and/or additional information as specified by the request.
- B. A Department-appointed Evaluation Committee will evaluate and score Responsive Proposals. Evaluation will be based on Prospective Contractor's response to the *Information for Evaluation* section included in the *Technical Proposal Packet* and the pricing submitted by the Prospective Contractor.
1. Cost information will be provided to the members of the Evaluation Committee (Evaluators) to allow them to determine which proposal(s) is the most advantageous to the State.
 2. Evaluators will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal. Individual scoring for each Evaluation Criteria will be based on the scoring description in *Table B: Scoring Table*.

TABLE B: SCORING TABLE

SCORE	DESCRIPTION
10	The response provides metrics clearly establishing that the Prospective Contractor is reliable and capable of fully performing the required services.
5	The response provides metrics suggesting that the Prospective Contractor's level of performance may be acceptable, but it does not clearly establish that the Prospective Contractor is reliable and capable of fully performing the required services.
0	The response provides metrics clearly establishing that the Prospective Contractor is unreliable and incapable of fully performing the required services.

3. After initial individual evaluations are complete, the Evaluators will meet to discuss their individual scores. At the initial consensus meeting, each Evaluator will be afforded an opportunity to discuss his or her score for each evaluation criteria.
4. After Evaluators have had an opportunity to discuss their individual scores with the committee, the Evaluators will be given the opportunity to change their initial individual scores, if they feel that is appropriate.
5. The final individual scores of the Evaluators will be recorded on the Consensus Scoresheets and averaged to determine the group or consensus score and rank for each proposal.
6. Other agencies, consultants, and experts may also examine documents at the discretion of the Department.

- C. Prospective Contractors submitting Responsive Proposals will be contacted by SAS OSP to schedule an interview.
1. Prospective Contractors **shall** attend the interview as scheduled by SAS OSP.
 2. Evaluators will complete an Individual Score Worksheet for each interview. Evaluation will be based on Prospective Contractor's responses to questions presented during the interview. Individual scoring for each interview will be based on the Scoring Descriptions in 3.1.B.1.
 3. During a final consensus meeting, after all interviews are complete, Evaluators will have the opportunity to discuss the interviews and change their individual interview scores on the Consensus Scoresheet, if they feel that is appropriate.
 - a. The final individual scores of the Evaluators will be recorded on the Consensus Scoresheets and averaged to determine the group or consensus score and rank for each proposal.
 4. Should the State receive only one (1) Responsive Proposal, the State may forgo the interview portion of the evaluation if the proposal has received the Maximum Weighted Score Possible for the Experience, Solution, and Risk subsections.
 - a. In this scenario, the proposal would automatically receive the maximum weighted score possible for the interview subsection.
- D. Should the State request clarification and/or additional information Prospective Contractors' responses, Prospective Contractors **shall** provide clarification and/or additional information as specified by the State.
- E. SAS OSP will submit responses and pricing received from the interviewed Perspective Contractors, along with the Evaluation Committee's recommendation to the Department for review and approval to move into Discussions.

3.2 TECHNICAL PROPOSAL SCORE

A. The *Information for Evaluation* section has been divided into subsections.

1. Each subsection has been assigned a maximum point value of ten (10) points. The total point value for each subsection is reflected in the table below as the Maximum Raw Points Possible.
2. The Department has assigned Weighted Percentages to each subsection according to its significance.

INFORMATION FOR EVALUATION SUBSECTIONS	MAXIMUM RAW POINTS POSSIBLE	SUBSECTION'S WEIGHTED PERCENTAGE	* MAXIMUM WEIGHTED SCORE POSSIBLE
Experience	10	30%	210
Solution	10	30%	210
Risk	10	10%	70
Interview	10	30%	210
Total Technical Score	40	100%	700

*Subsection's Percentage Weight x Total Technical Maximum Weighted Score = Maximum Weighted Score Possible for the subsection.

B. The proposal's weighted score for each subsection will be determined using the following formula:

$$(A/B)*C = D$$

A = Actual Raw Points received for subsection in evaluation

B = Maximum Raw Points possible for subsection

C = Maximum Weighted Score possible for subsection

D = Weighted Score received for subsection

- C. The proposal's weighted scores for subsections will be added to determine the Total Technical Score for the proposal.

3.3 COST SCORE

- A. When scores are applied to pricing, the maximum amount of cost points will be given to the proposal with the lowest seven (7) year grand total as shown in Table One (1) on the completed *Official Solicitation Price Sheet*. (See *Grand Total Score* for maximum points possible for cost score.)
- B. The amount of cost points given to the remaining proposals will be allocated by using the following formula:

$$(A/B)*C = D$$

A = Lowest estimated cost

B = Second (third, fourth, etc.) lowest estimated cost

C = Maximum Points for lowest estimated cost

D = Total price points received

3.4 GRAND TOTAL SCORE

The Technical Score and Cost Score will be added together to determine the Grand Total Score for the proposal. The State may move forward to Discussions with the Prospective Contractor determined reasonably susceptible of being selected for award.

	MAXIMUM POINTS POSSIBLE
Technical Proposal	700
Cost	300
Maximum Possible Grand Total Score	1,000

3.5 EXPLANATION OF THE SUBSECTIONS OF THE TECHNICAL PROPOSAL

A. Experience

1. The Experience subsection included in the *Technical Proposal Packet* allows Prospective Contractors to differentiate themselves based on their experience, technical capability, and understanding of the State's specific needs.
2. Prospective Contractors should identify expertise in the form of a claim and provide relevant experience to support each claim.
3. Prospective Contractors should use verifiable metrics (number of accounts, size of accounts, years of experience, customer satisfaction ratings) to support each claim.

B. Solution

1. The Solution subsection included in the *Technical Proposal Packet* allows Prospective Contractors to differentiate themselves based on their proposed solution and/or approach to solve the State's specific needs.
2. Prospective Contractors should provide a high-level overview of the Prospective Contractor's proposed solution and/or approach to services using the Requirements outlined in the RFP.
3. Proposed solutions should be non-technical and include the Prospective Contractor's recommendations for meeting the objectives and Requirements of the RFP.
4. Additional service options and recommendations above and beyond those included in proposed solution should be included in the *Recommended Options Form*.

C. Risk

1. The Risk subsection included in the *Technical Proposal Packet* allows Prospective Contractors to identify and prioritize major risks that they reasonably foresee could potentially prevent or impair the Prospective Contractor's delivery of the solution as offered in the proposal or to otherwise fail to meet the State's desired outcome, specifications, and performance standards, and how they will mitigate, manage, and/or minimize each risk listed.
 - a. Prospective Contractors should include sources, causes, or actions that are both within and beyond the control of the Prospective Contractors that they reasonably foresee may cause cost increases, delays, amendments, or dissatisfaction to the State.
 - b. Risks should be described in simple, clear, and non-technical terms.
 - c. Prospective Contractor should explain how the Prospective Contractor will mitigate, manage, and/or minimize each risk listed.
 - i. The Documented Performance cell should include details such as how many times any identified risk was previously mitigated and the impact on the Prospective Contractor's performance in terms of time, cost, and client satisfaction.

D. Interview

1. The Interview will allow Prospective Contractors to further demonstrate their experience in providing the services outlined in the RFP.
 - a. Each Prospective Contractor meeting the Submission Requirements will be contacted by SAS OSP to schedule an interview. Prospective Contractors **shall** attend the interview as scheduled by SAS OSP.
 - b. Prospective Contractors **shall** identify one (1) Project Lead at the time of interview confirmation who **shall** attend the interview as part of the evaluation process.
 - c. The Evaluation Committee will interview the Prospective Contractor's identified Project Lead using a pre-determined set of interview questions. Follow up questions may be asked based on responses given by the Project Lead.

3.6 DISCUSSIONS

- A. The State will move forward into Discussions with the responsible Prospective Contractor(s) whose proposal(s) have been determined to be reasonably susceptible to being selected for award.
- B. Discussions may be conducted with the highest-ranking Prospective Contractor based on the Grand Total Score for each proposal or with multiple Prospective Contractors reasonably susceptible of being awarded a contract.
- C. Should the State choose to engage in Discussions with the highest-ranking Prospective Contractor, the Prospective Contractor invited to participate in Discussions **shall** provide all documents required during Discussions.
 1. Should the Department determine, through the Discussions process, that the Prospective Contractor's solution, approach, timelines, deliverables, expectations of the State, or a combination thereof make the Prospective Contractor no longer reasonably susceptible of being awarded a contract, the Department may abandon Discussions with that Prospective Contractor through a written justification to SAS OSP, and may proceed to additional rounds of Discussions with the next highest-ranking Prospective Contractor.
- D. Should the State choose to engage in Discussions with multiple Prospective Contractors contemporaneously, each Prospective Contractor invited to participate in Discussions **shall** provide all documents required during Discussions.
 1. Should a Prospective Contractor not provide the required documents within timeframes requested by SAS OSP or choose not to engage in the Discussions process, the Prospective

Contractor's proposal will be considered withdrawn and will not be subject to further consideration in the Solicitation process.

- E. If Discussions necessitate material revisions of proposals, each responsible Prospective Contractor reasonably susceptible of being awarded a contract will be provided an opportunity to revise its proposal for the purpose of submitting a best and final offer.
- F. During the Discussions Kick Off Meeting, the Prospective Contractor **shall** provide the following documents to the State:
 - 1. A detailed scope of work clearly identifying the Prospective Contractor's understanding, implementation, and performance of services required in this RFP, including all activities required by the Contractor and all activities expected by the State/Participating Entities
 - 2. A Risk Management Plan intended to mitigate any risks, including but not necessarily limited to, the risks identified in the Risk Plan submitted in the Prospective Contractor's *Technical Proposal Packet*
 - 3. A proposed financial summary, including:
 - a. The completed pricing response and *Recommended Options Form* submitted in the Prospective Contractor's *Technical Proposal Packet*
 - b. A proposed payment schedule
 - 4. Proposed project management and reporting templates
- G. During the Discussions Kick Off Meeting, the Prospective Contractor **shall** address questions and/or concerns the State may have to the satisfaction of the State.
- H. During Discussions, the Prospective Contractor **shall** revise the discussions documents until agreement is made and the State has provided final approval.
 - 1. The Prospective Contractor **shall** attend follow up Discussions meeting as determined necessary by the State. Reasonable effort will be made to accommodate scheduling conflicts.
- I. During Discussions, the Prospective Contractor **shall** present a final draft of the Discussions documents to the State, including, at minimum:
 - 1. A summary of all plans and scope of work developed during the discussions process and mutually agreed upon by the State and the Prospective Contractor
 - 2. A detailed scope of work clearly identifying the Prospective Contractor's implementation and performance of services required in this RFP, including all provisions negotiated and agreed upon by the State and the Prospective Contractor since the Discussions Kick Off Meeting
 - 3. Description of deliverables in terms of simplified metrics
 - 4. The Risk Management Plan
 - 5. Project management and reporting templates
 - 6. Financial summary, including:
 - a. The completed pricing response submitted in the Prospective Contractor's *Technical Proposal Packet*
 - b. A list of agreed upon and accepted recommended options (with impact to price)
 - c. A payment schedule
 - d. Contact information for the Prospective Contractor's key personnel

- J. During Discussions, the Prospective Contractor **shall** present the final drafts of the items and **shall** summarize the coordination and planning completed during the discussion process.
- K. Once approved by the State, final drafted documents will become part of the resulting contract.
- L. The Prospective Contractor may determine which key personnel will attend the Discussions meetings.

3.7 ANTICIPATION TO AWARD

- A. Once an anticipated Contractor has been determined, the anticipated award will be posted to the Solicitation posting in ARBuy by the date and time listed in Table A.
 - 1. It is the responsibility of Prospective Contractors to check the ARBuy website for the posting of an anticipated award.
- B. Anticipated awards will generally be posted for a period of fourteen (14) days prior to the issuance of a contract. These notices are anticipated awards only and are subject to protest.
- C. A contract resulting from this Solicitation is subject to State review and approval processes prior to award, which may include Legislative review.

3.8 PROSPECTIVE CONTRACTOR ACCEPTANCE OF EVALUATION TECHNIQUE

The submission of a *Technical Proposal Packet* signifies the Prospective Contractor's understanding and agreement that some subjective value judgments will be made during the evaluation and scoring of the technical proposals.

SECTION 4 – SOLICITATION TERMS AND CONDITIONS

4.1 ACCEPTANCE OF REQUIREMENTS

- A. A Prospective Contractor's past performance with the State may be used to determine if the Prospective Contractor is responsible (OSP Rule R8:19-11-229).
 - 1. Proposals submitted by Prospective Contractors determined to be non-responsible will be rejected.
- B. A single Prospective Contractor **must** be identified as the prime contractor.
 - 1. The prime Contractor **shall** be responsible for the resulting contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof.
- C. By submission of a proposal, the Prospective Contractor represents and warrants:
 - 1. That the prices in the proposal have been arrived at independently, without any collusion with another competing Prospective Contractor.
 - a. Collusion violates Arkansas Procurement Law and can lead to suspension, debarment, and can be referred to the Attorney General's officer for investigation and appropriate legal action (Arkansas Code Annotated § 19-11-240 and 19-11-245).
 - 2. That the Prospective Contractor has not retained a person to solicit or secure the resulting contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the Prospective Contractor for the purpose of securing business.
- D. Prospective Contractor should not discuss the Solicitation or proposal response, issue statements or comments, or provide interviews to public media during the Solicitation and award process.
- E. Qualifications and services **must** meet or exceed the required Specifications as set forth in the Solicitation.
- F. The State will not pay costs incurred in the preparation of a proposal.

4.2 GENERAL TERMS AND CONDITIONS

- A. The Contractor **must** be registered as a vendor to receive payment and may register online by visiting <https://www.ark.org/vendor/index.html> and clicking the *Start Here* button.
- B. All payments to the Contractor under a resulting contract **shall** be made exclusively through ACH (Automated Clearing House) direct deposit.
 - 1. The Contractor **shall** provide the necessary banking information, including account number, routing number, and any other details required to facilitate ACH direct deposits.
 - 2. The Contractor **shall** be responsible for ensuring that the provided banking information is accurate and up to date. Any delays or errors in payment caused by incorrect or outdated information provided by the Contractor **shall not** be the responsibility of the Department.
 - 3. The Department will process payments according to the agreed payment schedule, and all payments made via ACH direct deposit **shall be** considered as duly received upon successful transmission to the Contractor's designated bank account.
- C. Pursuant to Arkansas State Procurement Law, the Contractor **shall** in all other respects comply with the laws, rules, and executive orders of the state that apply to the Contractor's performance under a resulting contract.
- D. Pursuant to Arkansas State Procurement Law, the Contractor **shall** certify that, unless they offer to provide the goods or services for at least twenty percent (20%) less than the lowest certifying Prospective Contractor:

1. They are not engaged in and **shall not**, during the aggregate term of the resulting contract, engage in a boycott of Israel (Arkansas Code Annotated § 25-1-503),
 2. They are not engaged in and **shall not**, during the aggregate term of the resulting contract, engage in a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry (Arkansas Code Annotated § 25-1-1102).
- E. Pursuant to Arkansas Procurement Law, the Contractor **shall** certify that the Contractor does not knowingly employ or contract with illegal immigrants and that the Contractor **shall not** knowingly employ or contract with illegal immigrants during the aggregate term of any contract with the State or any of its departments, institutions, or political subdivisions (Arkansas Code Annotated § 19-11-105).
- F. Specifications, drawings, technical information, dies, cuts, negatives, positives, data, other such item furnished by the State to the Contractor, or a combination thereof hereunder or in contemplation hereof or developed by the Contractor for use hereunder **shall**:
1. Remain property of the State.
 2. Be kept confidential as permitted or required by law.
 3. Be used only as expressly authorized.
 4. Be returned at the Contractor's expense to the F.O.B. destination point provided by the State, as requested by the State.
 - a. The Contractor **shall** properly identify items being returned.
- G. The Contractor **shall** invoice the State as required by the Department and should not invoice the State in advance of delivery and acceptance of any goods or services (Arkansas Code Annotated § 19-4-1206).
1. The Contractor should invoice the agency by an itemized list of charges. The Department's purchase order number and/or the contract number should be referenced on each invoice.
 2. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance of goods and services by the Department.
 3. Payment will be made only after the Contractor has successfully satisfied the Department as to the reliability and effectiveness of the goods or services purchased as a whole.
- H. The Contractor should be able to accept the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) **must not** be levied against the State when accepting the p-card as a form of payment.
- I. The Prospective Contractor **shall** certify that they are not a company owned in whole or with a majority ownership by the government of the People's Republic of China (a "Scrutinized Company") and that they do not and **shall not** during the aggregate term of the resulting contract employ a Scrutinized Company as a contractor (Arkansas Code Annotated § 25-1-1203).
- J. This RFP incorporates all terms of the *Services Contract (SRV-1) Fillable Form* (found [here](#)).
1. The contract template is attached to the Solicitation in ARBuy as a sample for your information only.
 2. A Prospective Contractor's proposal may be rejected if a Prospective Contractor takes exception to any terms, conditions, or Requirements in this RFP.
- K. The Prospective Contractor agrees and **shall** adhere to all terms, conditions, and Requirements if selected as the Contractor.
1. Items may only be modified if the legal requirement is satisfied and approved by the State during Discussions.

4.3 PROPRIETARY INFORMATION

- A. The release of public records is governed by the Arkansas Freedom of Information Act (Arkansas Code Annotated § 25-19-101 et. seq.).
- B. Submission documents pertaining to the Solicitation become the property of the State and are subject to the Arkansas Freedom of Information Act (FOIA).
- C. In accordance with FOIA, and to promote maximum competition in the State competitive sealed proposals, the State may maintain the confidentiality of certain types of information described in FOIA. Such information may include trade secrets and other information exempted from public disclosure pursuant to FOIA.
- D. Consistent with and to the extent permitted under FOIA, any Prospective Contractor may designate appropriate portions of a proposal as confidential by submitting a redacted copy of the proposal. By so redacting any information contained in the proposal, the Prospective Contractor warrants that, after having received such necessary or proper review by counsel or other knowledgeable advisors, it has formed a good faith opinion that the portions redacted are not considered public records under FOIA.
- E. If a Prospective Contractor deems part of the information contained in a response not to be a public record, the Prospective Contractor should submit one (1) complete copy of the submission documents from which any proprietary or confidential information has been redacted in their proposal response. Except for the redacted information, the redacted copy **must** be identical to the original copy, reflecting the same pagination as the original and showing the space from which information was redacted.
- F. The Prospective Contractor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- G. The redacted copy will be open to public inspection under the FOIA without further notice to the Prospective Contractor. If the State deems redacted information to be subject to a public record request under FOIA, the State will endeavor to notify the Prospective Contractor prior to release of the redacted record.
- H. The State has no liability to a Prospective Contractor with respect to the disclosure of Prospective Contractor's confidential or proprietary information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

4.4 CONVENIENCE FEE

- A. Convenience Fee
 - 1. The Contractor **shall** remit a convenience fee in the amount of one percent (1%) of all Contract Sales made to State, Departments, and to local entities as defined in Arkansas Code Annotated § 19-11-206 (i.e., local governments, cities, counties, school districts, water districts, and other participants, collectively "State"). The convenience fee is based on the Contractor invoice date and is effective upon the date of execution of a contract. Contract Sales is defined as gross sale amounts less credits, taxes, regulatory fees, and separately stated shipping charges not included in the unit prices. The State, at its sole discretion, may expand the applicability of this fee after providing notice to Contractors.
 - 2. Unit prices are inclusive of the convenience fee and the Contractor is not to charge the fee directly to the State in the form of a separate line item. Contracts **shall not** have separate or different prices for Department customers and local entities as defined in Arkansas Code Annotated § 19-11-206 participants.
- B. Quarterly Reporting and Fee Remittance
 - 1. The Contractor **shall** submit a Sales Report documenting all contract sales, made to State and such submission, including any supplemental information submitted, is deemed public record.

2. The Sales Report **shall** be submitted, and the related convenience fee **shall** be remitted no later than thirty (30) calendar days after the end of each calendar quarter. The calendar quarters will end March 31, June 30, September 30, and December 31. The Sales Report **must** contain the following information:
 - a. Complete and accurate details of all sales, credits, returns, refunds, and the like for the reporting quarter
 - b. Purchasing entity
 - c. Total of Convenience Fee amount due
 - d. Such other information as the State may reasonably request
 - e. If no Sales were made to State during the reporting quarter, then a report **shall** be submitted showing zero sales and zero convenience fees due.

C. Payment of Convenience Fee

1. The Contractor **shall** timely remit Convenience Fee via Automated Clearing House (ACH) transactions, unless otherwise directed by State, to the bank account directed by the State. Failure to remit convenience fees timely and accurately in accordance with State requirements may result in the Contractor's goods and services being made ineligible for purchase by State or any other recourse available, including contract cancellation, or as further provided for by law.

D. Retention and Inspection of Records

1. The Contractor **shall** keep records of Sales to State in sufficient detail to enable the State to determine the Convenience Fee payable by the Contractor. State may examine and audit, at its own expense, the Contractor's sales records and Sales Reports for completeness and accuracy. In the event that such examination reveals underpayment of the Convenience Fee, the Contractor **shall** immediately pay to the State the amount of deficiency. If the examination reveals an underpayment of 5% or more, then the Contractor **shall** reimburse the State for the cost of the audit.

TECHNICAL PROPOSAL PACKET
S000000473
Statewide Janitorial Services

PROPOSAL SIGNATURE PAGE

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:				
Address:				
City:		State:		Zip Code:
PROSPECTIVE CONTRACTOR CONTACT INFORMATION				
<i>Provide contact information to be used for Solicitation related matters.</i>				
Contact Person:		Title:		
Phone:		Alternate Phone:		
Email:				
CONFIRMATION OF REDACTED COPY				
☐ YES, a redacted copy of submission documents is enclosed. ☐ NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, except for financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See the <i>Proprietary Information</i> section of the Solicitation.				
REQUIRED CERTIFICATIONS				
By signing and submitting a response to this Solicitation, Prospective Contractor represents, warrants, and certifies that they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of a resultant contract: - Boycott Israel. - Knowingly employ or contract with illegal immigrants. - Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries. - Employ a Scrutinized Company as a contractor. Prospective Contractor represents, warrants, and certifies that it shall not become a Scrutinized Company during the aggregate term of a contract resulting from this Solicitation. The Prospective Contractor further represents, warrants, and certifies in shall in all other respects comply with the laws, rules, and executive orders of the state that apply to the Contractor's performance during the aggregate term of a contract resulting from this Solicitation.				

An official authorized to bind the Prospective Contractor to a resultant contract **shall** sign below. The signature below signifies agreement that any exception that conflicts with a Requirement of this Solicitation may cause the Prospective Contractor's proposal to be rejected.

Authorized Signature: _____ **Title:** _____

Printed/Typed Name: _____ **Date:** _____

SUBMISSION REQUIREMENTS CHECKLIST

The following items **must** be submitted with the Prospective Contractor's proposal:

- ☐ *Proposal Signature Page*
- ☐ *Proposed Subcontractors Form*
- ☐ *Recommended Options Form*
- ☐ *Information for Evaluation*
 - *Experience (2 pages or less)*
 - *Solution (4 pages or less)*
 - *Risk (2 pages or less)*
- ☐ *Copy of Prospective Contractor's Equal Opportunity Policy*
- ☐ *Completed Official Solicitation Price Sheet*

The following items, which must be submitted prior to a contract award to the Prospective Contractor, may also be included with the Prospective Contractor's proposal:

- ☐ *EO 98-04: Contract and Grant Disclosure Form*

The following items should be submitted with the Prospective Contractor's proposal, if applicable:

- ☐ *Voluntary Product Accessibility Template (VPAT)*
- ☐ *Redacted copy of the submission documents*

RECOMMENDED OPTIONS FORM

Prospective Contractors should identify optional recommended services available to the State, along with the schedule impact and cost details of each item. If the Prospective Contractor does not offer optional recommended services, Prospective Contractor should indicate so by checking the appropriate box. Responses to this form *will not* be scored for evaluation purposes.

Costs associated with the optional recommended services **must** be included on this form and **must not** be included in the completed *pricing response*.

Prospective Contractor proposes the following optional recommended services under a resulting contract:

Item Description:	
How Will This Add Value?	
Schedule Impact:	
Cost Details:	

Item Description:	
How Will This Add Value?	
Schedule Impact:	
Cost Details:	

Item Description:	
How Will This Add Value?	
Schedule Impact:	
Cost Details:	

Item Description:	
How Will This Add Value?	
Schedule Impact:	
Cost Details:	

Item Description:	
How Will This Add Value?	
Schedule Impact:	
Cost Details:	

Item Description:	
How Will This Add Value?	
Schedule Impact:	
Cost Details:	

☐ **Prospective Contractor does not offer optional recommended services.**

PROPOSED SUBCONTRACTORS FORM

Prospective Contractors **shall** complete the form for all subcontractors the Prospective Contractor proposes to use under a resulting contract ([Services Contract \(SRV-1\) Fillable Form](#) , section 14). If the Prospective Contractor does not intend to use subcontractor(s), Prospective Contractor should indicate so by checking the appropriate box.

Prospective Contractors should not include additional information relating to subcontractors on this form or as an attachment to this form.

Prospective Contractor proposes to use the following subcontractor(s) under a resulting contract:

SUBCONTRACTOR'S COMPANY NAME	STREET ADDRESS	CITY, STATE, ZIP

☐ **Prospective Contractor does not propose to use subcontractors under a resulting contract.**

INFORMATION FOR EVALUATION – EXPERIENCE

Using this template, Prospective Contractors should provide the Prospective Contractor's experience and capabilities to meet the Solicitation requirements. The information provided should be prioritized beginning with the most important and/or relevant experience listed first.

Prospective Contractors may expand the space in each table, add a table, or delete a table as needed, but Prospective Contractors **shall not** exceed the two-page limit for this subsection. Prospective Contractors should not include links to outside sources within this document. Links found within the document will be redacted or removed and may cause the Prospective Contractor's proposal to be rejected. See RFP Section 3.5 for more information about this subsection.

Prospective Contractors may delete the instructions above and example shown below.

Example:

Claim of Expertise:	<i>We have a significant amount of experience in providing P-Card and T-Card services to State governments, and consistently delivery high performance.</i>
Documented Performance:	<i>We currently have 10 similar services, with an average rebate to the client of 5% and the average customer satisfaction rating on these services is currently a 9.8 out of 10.</i>

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

Claim of Expertise:	
Documented Performance:	

INFORMATION FOR EVALUATION – SOLUTION

Using this template, Prospective Contractors should include a narrative to address and provide a high-level overview of the solution and/or approach proposed using the requirements outlined in the Solicitation.

Prospective Contractors **shall not** exceed the four-page limit for this subsection. Prospective Contractors should not include links to outside sources within this document. Links found within the document will be redacted or removed and may cause the Prospective Contractor's proposal to be rejected. See RFP Section 3.5 for more information about this subsection.

Prospective Contractors may delete the instructions above.

INFORMATION FOR EVALUATION – RISK

Using this template, Prospective Contractors should identify and prioritize major risks that they reasonably foresee could potentially prevent or impair the Prospective Contractor's delivery of the solution as offered in the proposal or to otherwise fail to meet the State's desired outcome, specifications, and performance standards, and how they will mitigate, manage, and/or minimize each risk listed.

Prospective Contractors may expand the space in each table, add a table, or delete a table as needed, but Prospective Contractors **shall not** exceed the two-page limit for this subsection. Prospective Contractors should not include links to outside sources within this document. Links found within the document will be redacted or removed and may cause the Prospective Contractor's proposal to be rejected. See RFP Section 3.5 for more information about this subsection.

Prospective Contractors may delete the instructions above and the example shown below.

Example:

Risk Description:	<i>Participating Entity does not understand how to use the Commercial Card Program.</i>
Solution:	<i>A full-time training group will hold education meetings at all Participating Entity locations twice a year throughout the length of the contract.</i>
Documented Performance:	<i>This risk mitigation has been used on the last 4 clients and has received a 10/10 satisfaction rating. These four clients have reported 0 complaints from their constituents regarding the usage of their commercial card program.</i>

Risk Description:	
Solution:	
Documented Performance:	

Risk Description:	
Solution:	
Documented Performance:	

Risk Description:	
Solution:	
Documented Performance:	

Risk Description:	
Solution:	
Documented Performance:	

Official Solicitation Price Sheet - **REVISED 2/6/2026**

State of Arkansas

S000000473 Statewide Janitorial Services

Instructions:	
Table 1: Janitorial Services	
1	The Prospective Contractor shall enter data in the purple-shaded cells only.
2	The Prospective Contractor shall enter the cost per square foot for the janitorial services listed in Table 1 which are taken from Section 2.5 of the RFP. The cost per square foot must include all expenses related to performing the janitorial services listed and must include all costs associated with the requirements of this RFP.
3	Pricing must be inclusive of all applicable expenses including, but not limited to, equipment, supplies, mileage, labor, etc.
4	The estimated square footage is only an estimate used for evaluation purposes. It does not reflect the actual square footage for janitorial services that will be awarded for any resulting contract.
5	The cost entered in the purple-shaded cells will calculate against the square footage and against the estimated number of times the services will be performed annually twelve (12) months for the estimated annual cost.
6	The Total Estimated Annual Cost will calculate automatically.
7	The Total Estimated Seven (7) Year Cost will calculate automatically.
8	The Prospective Contractor shall not alter the price sheet.

Table 2: Add-On Janitorial Services	
1	The Prospective Contractor shall list any add-on services above and beyond the basic services included in Table 1.
2	The cost per square foot must include all expenses related to performing the janitorial services including, but not limited to, equipment, supplies, mileage, labor, etc.

Official Solicitation Price Sheet - REVISED 2/6/2026

State of Arkansas

S000000473 Statewide Janitorial Services

Prospective Contractor Name

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Table 1: Janitorial Services - to be used for the low-cost determination					
Description (Services from the RFP Section 2.5)	Estimated Square Footage	Estimated # of Times Per Year	Per Month	Square Foot Cost	Estimated Annual Cost Per Square Foot
Sweeping	250,313	260	12		\$ -
Mopping	250,313	260	12		\$ -
Changing trash can liners	250,313	260	12		\$ -
Trash disposal	250,313	260	12		\$ -
Spot vacuuming	250,313	260	12		\$ -
Wiping down surfaces	250,313	260	12		\$ -
Indoor window washing and basic cleaning around windows	250,313	260	12		\$ -
Stairwell and breezeway/entryway basic cleaning and sweeping	250,313	260	12		\$ -
Restocking supplies	250,313	260	12		\$ -
Total Estimated Annual Cost					\$ -
Total Estimated Seven (7) Year Cost					\$ -

Table 2: Add-On Janitorial Services - NOT to be used for the low-cost determination	
Description of Add-On Janitorial Services	Square Foot Cost
<i>Example: Shampoo Carpeting</i>	\$ 1.25

S000000473 Statewide Janitorial Services Questions and Answers

QUESTION NUMBER	QUESTION SUBJECT	QUESTION TEXT	ANSWER TEXT
1	Contact Information	Who do I need to contact regarding this Job?	Julie Robnolt, 501-371-6070, julie.robholt@arkansas.gov
2	1.2 Type of Contract	Can more than one vendor be awarded under this solicitation?	No. Please reference RFP Section 1.2.A: "As a result of this RFP, SAS OSP intends to award a contract to a single Contractor." And please reference Section 4.1.B: "A single Prospective Contractor must be identified as the prime contractor. The prime Contractor shall be responsible for the resulting contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof."
3	1.2 Type of Contract	Will the state provide the vendor who is awarded this bid a list of vendors in good standing with the state who would be interested in subcontracting for them?	No. But the State encourages all potential subcontractors to reach out to the awarded prime Contractor to establish a possible subcontracting relationship.
4	1.2 Type of Contract	The bid paperwork states it will be awarded in April 2026 but when will it go into effect? If it is June of 2026 what will happen to the contracts other vendors have already signed for the 2026 year?	The resulting contract will not be mandatory therefore, the existing agency contracts may not be affected.
5	1.6 Response Documents	What is the Place we need to submit bidding?	You will need to submit your proposal response in the State's eProcurement system, ARBuy.
6	1.6 Response Documents	If partial bids are allowed, are awards made per site, per region, or statewide?	Partial bids will not be accepted. This RFP is for Statewide Janitorial Services.
7	1.6 Response Documents	Will vendors be evaluated only on locations bid or on the full statewide scope?	This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2: "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
8	2.2 Objectives and Goals	What buildings will this quote be covering in the state of Arkansas?	This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2: "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
9	2.2 Objectives and Goals	Where is any information about the office and where is it located?	This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2: "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."

10	2.2 Objectives and Goals	Must vendors bid on all statewide locations, or may bids be for specific sites or regions?	This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2: "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
11	2.2 Objectives and Goals	How much square footage is to be cleaned?	This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2: "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
12	2.2 Objectives and Goals	What is the square footage of the area to clean? What is the address for the building needing to be clean?	This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2: "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
13	2.2 Objectives and Goals	Can I come on Site to evaluate the Place for bidding?	No. This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2. There isn't a specified location. "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
14	2.2 Objectives and Goals	Will the vendor be allowed a pre-bid walkthrough of all facilities prior to the final charge?	No. This RFP is for Statewide Janitorial Services. Specific sites are not known at this time. Please reference RFP Section 2.2. There isn't a specified location. "The State seeks to establish a Statewide Janitorial Services contract for use by Arkansas State agencies, K-12 educational institutions, and local public procurement units (cities, counties, and municipalities) (herein collectively referred to as "Purchasing Entity"). The State desires to set up Statewide Janitorial Services such that any Purchasing Entity, no matter where they are located, or the size of their space, may obtain basic, add-on, and/or special circumstances Janitorial Services."
15	2.3 Minimum Qualifications	What if I don't have five years experience but currently have Janitorial contracts with other companies? Is there any exceptions?	No. This is a minimum qualification.
16	2.4 General Requirements	Are there any equipment restrictions?	Yes. Please reference RFP Section 2.4.F "The Contractor shall not use any products, supplies, or equipment which may be injurious or damaging to the surfaces upon which they are to be applied. All products, supplies, or equipment must be commercial grade."
17	2.5 Basic Level of Janitorial Services Requirements	Does the agency provide restroom consumables such as toilet paper, soap and paper towels?	This will be determined by the Purchasing Entity.
18	2.6 Add-On Janitorial Services Requirements	Will there be specialty area that require additional procedures?	This will be determined by the Purchasing Entity.

19	2.6 Add-On Janitorial Services Requirements	Are there any seasonal cleaning requirements?	This will be determined by the Purchasing Entity.
20	2.8 Safety, Security, and Compliance Requirements	Will staff need badges? if so, who will be required to pay for them?	Please reference Section 2.8 The Purchasing Entity will provide Janitorial staff with building access keys or badges or fobs. The Contractor shall provide Janitorial staff with badges identifying them as part of the Janitorial staff.
21	2.8 Safety, Security, and Compliance Requirements	Will the agency provide keys, fobs or alarm codes?	Please reference Section 2.8 The Purchasing Entity will provide Janitorial staff with building access keys or badges or fobs. The Contractor shall provide Janitorial staff with badges identifying them as part of the Janitorial staff.
22	3.1 Selection Process	If no vendor is found for the bid as it is currently written would the state consider modifying the current bid to a janitorial company to take over regions of the state?	This information is not necessary to respond to this RFP.
23	4.1 Acceptance of Requirements	Is subcontracting allowed if the prime vendor remains fully responsible?	Please reference Section 4.1.B: "A single Prospective Contractor must be identified as the prime contractor. The prime Contractor shall be responsible for the resulting contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof."
24	Price Sheet	May pricing be submitted per site based on scope, size, and service frequency	Pricing must be submitted as set forth in the <i>Official Solicitation Price Sheet</i> .



Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders

Secretary Leslie Fiskien

OSP Approval Request Request for Proposals (RFP)

An RFP is only permitted after it has been determined in writing that soliciting the desired commodity and/or service through an invitation for bids (IFB) is not practicable and advantageous (see Arkansas Code Annotated § 19-11-229(b)(1) and Arkansas Code Annotated § 19-11-230(b)).

Complete all sections of this *OSP Approval Request—Request for Proposals (RFP)* form and follow the steps specified in the *RFP Procedures*. Email the completed form to the Office of State Procurement review mailbox at osp.review@arkansas.gov to ensure timely review.

Procurement Unit Requesting the RFP

Requesting Department: 9914 - Department of Transformation and Shared Services

Requesting Division: Office of State Procurement Purchasing Contact: Julie Robnolt

Phone Number: 501-371-6070 Email: julie.robholt@arkansas.gov

General Information

Description of Service/Commodity: Statewide Janitorial Services

Total Projected Cost: Unknown

Start Date of Resulting Contract: 1/1/2026

Expiration Date of Resulting Contract: 12/31/2027

Explain why using the IFB method of procurement is not practicable and advantageous for the contemplated solicitation.

The State is seeking to procure Janitorial Services for all of the State-related agencies/entities/facilities within the State of Arkansas under one contract. Through the RFI process, the State received multiple responses that have assisted in considering whether to do an IFB versus a RFP. Due to the variety and breadth of potential cleaning services required by the State-related agencies/entities/facilities, it is not practicable to only consider the low-cost bidder for which the IFB process allows. Other factors need to be considered and evaluated. The experience of the Prospective Contractors to be able to manage a Statewide contract of this size and potential complexity needs to be evaluated. Further, the Prospective Contractors need to be able to present to the State solutions and models for how this contract will be managed with a scope of work and a structure for rolling out the services and maintaining consistent, high-quality, regular, thorough Janitorial Services wherever they are needed. In addition, it will be critical to have key stakeholders and end-users of these Janitorial Services to be able to evaluate the Prospective Contractors' proposals with the Interview and Discussions portions of the RFP process in order to get the best solution for the State overall.

If this request to conduct an RFP also includes a request to award to multiple contractors, please note that a multiple award request must include a rationale and basis for the multiple award contract and the number of contractors required to fulfill the need (see Arkansas Code Annotated § 19-11-262).

If a multiple award is desired, provide the rationale and basis for the multiple award contract.
Click here to enter text.

For a multiple award request, indicate the number of contractors required to fulfill the need.
Click here to enter text.

To Be Completed by the Office of State Procurement

- ☒ Approved: The requestor has submitted an acceptable rationale to justify the request.
- ☐ Denied: The requestor has not submitted an acceptable rationale to justify the request and should utilize the appropriate method of procurement required by law.

Comments

Click here to enter text.

Tanya Freeman
Approver's Signature

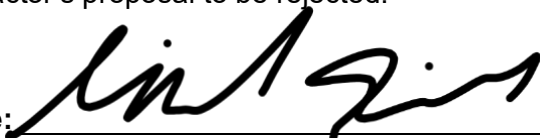
7/18/2025
Date

TECHNICAL PROPOSAL PACKET
S000000473
Statewide Janitorial Services

PROPOSAL SIGNATURE PAGE

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Sharp Property Management Services Inc DBA A SHARPER IMAGE			
Address:	PO Box 15702			
City:	Little Rock	State:	AR	Zip Code: 72231
PROSPECTIVE CONTRACTOR CONTACT INFORMATION				
<i>Provide contact information to be used for Solicitation related matters.</i>				
Contact Person:	Michael Sills	Title:	President	
Phone:	501-319-4304	Alternate Phone:	501-232-1668	
Email:	customerservice@asharperimage.net			
CONFIRMATION OF REDACTED COPY				
☐ YES, a redacted copy of submission documents is enclosed. ☒ NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, except for financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See the <i>Proprietary Information</i> section of the Solicitation.				
REQUIRED CERTIFICATIONS				
By signing and submitting a response to this Solicitation, Prospective Contractor represents, warrants, and certifies that they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of a resultant contract: - Boycott Israel. - Knowingly employ or contract with illegal immigrants. - Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries. - Employ a Scrutinized Company as a contractor. Prospective Contractor represents, warrants, and certifies that it shall not become a Scrutinized Company during the aggregate term of a contract resulting from this Solicitation. The Prospective Contractor further represents, warrants, and certifies in shall in all other respects comply with the laws, rules, and executive orders of the state that apply to the Contractor's performance during the aggregate term of a contract resulting from this Solicitation.				

An official authorized to bind the Prospective Contractor to a resultant contract **shall** sign below. The signature below signifies agreement that any exception that conflicts with a Requirement of this Solicitation may cause the Prospective Contractor's proposal to be rejected.

Authorized Signature:  Title: President

Printed/Typed Name: Michael Sills Date: January 26, 2026

SUBMISSION REQUIREMENTS CHECKLIST

The following items **must** be submitted with the Prospective Contractor's proposal:

- ☐ *Proposal Signature Page*
- ☐ *Proposed Subcontractors Form*
- ☐ *Recommended Options Form*
- ☐ *Information for Evaluation*
 - *Experience (2 pages or less)*
 - *Solution (4 pages or less)*
 - *Risk (2 pages or less)*
- ☐ *Copy of Prospective Contractor's Equal Opportunity Policy*
- ☐ *Completed Official Solicitation Price Sheet*

The following items, which must be submitted prior to a contract award to the Prospective Contractor, may also be included with the Prospective Contractor's proposal:

- ☐ *EO 98-04: Contract and Grant Disclosure Form*

The following items should be submitted with the Prospective Contractor's proposal, if applicable:

- ☐ *Voluntary Product Accessibility Template (VPAT)*
- ☐ *Redacted copy of the submission documents*

RECOMMENDED OPTIONS FORM

Prospective Contractors should identify optional recommended services available to the State, along with the schedule impact and cost details of each item. If the Prospective Contractor does not offer optional recommended services, Prospective Contractor should indicate so by checking the appropriate box. Responses to this form *will not* be scored for evaluation purposes.

Costs associated with the optional recommended services **must** be included on this form and **must not** be included in the completed *pricing response*.

Prospective Contractor proposes the following optional recommended services under a resulting contract:

Item Description:	Day Porter Services (Dedicated Part-Time or Full-Time Coverage)
How Will This Add Value?	Provides continuous daytime coverage for high-traffic facilities to maintain restrooms, common areas, trash removal, spill response, and general cleanliness and hygiene during operating hours. This “visible cleaning” improves public perception, health standards, and client satisfaction.
Schedule Impact:	Moderate. Coverage hours defined by facility needs (4, 6, 8, or 10+ hours/day).
Cost Details:	Estimated range: \$20 – \$35 per hour per porter, depending on region and coverage schedule.

Item Description:	Post-Construction, Renovation, and Facility Reset Cleaning
How Will This Add Value?	Specialized cleaning following construction or renovation projects. Prepares facilities for occupancy without requiring a separate vendor and accelerates operational readiness.
Schedule Impact:	Moderate to high, based on project timeline.
Cost Details:	Estimated range: \$0.25 – \$0.65 per sq ft per service.

Item Description:	Consumables Management Program
How Will This Add Value?	Management of breakroom supplies, restroom hygiene products and consumables will help to reduce supply shortages, standardizes hygiene systems, improves restroom reliability, and supports cost stabilization.
Schedule Impact:	Minimal. Integrated into existing service schedules.
Cost Details:	Cost-plus 8% – 12%

Item Description:	Small Facility / Low-Usage Location Support
How Will This Add Value?	Modified service structure for small offices, satellite buildings, and low-traffic facilities with limited square footage or infrequent occupancy. Provides cost-appropriate service levels for smaller or underutilized State locations without forcing a one-size-fits-all cleaning model. Improves budget alignment, standardization and service efficiency
Schedule Impact:	Minimal. Typically, reduced frequency or condensed service windows.
Cost Details:	Flat monthly minimums: \$150 – \$500 per location, depending on size and access needs.

Item Description:	Post-Event and One-Time Special Use Cleaning
How Will This Add Value?	One-time cleaning services provided following meetings, public events, trainings, hearings, or other special facility use outside normal schedules. Allows Purchasing Entities to restore facilities to normal operating condition after events without engaging a separate vendor. Provides a clear, pre-priced option for unexpected or infrequent cleaning needs while maintaining facility appearance and readiness.
Schedule Impact:	Low to moderate. Services scheduled immediately following events or within the next available service window.
Cost Details:	Small meeting or event spaces: \$150 – \$500 estimated per occurrence Large events or multi-area use: \$25– \$55 per labor hour

PROPOSED SUBCONTRACTORS FORM

Prospective Contractors **shall** complete the form for all subcontractors the Prospective Contractor proposes to use under a resulting contract ([Services Contract \(SRV-1\) Fillable Form](#) , section 14). If the Prospective Contractor does not intend to use subcontractor(s), Prospective Contractor should indicate so by checking the appropriate box.

Prospective Contractors should not include additional information relating to subcontractors on this form or as an attachment to this form.

Prospective Contractor proposes to use the following subcontractor(s) under a resulting contract:

SUBCONTRACTOR'S COMPANY NAME	STREET ADDRESS	CITY, STATE, ZIP

☒ **Prospective Contractor does not propose to use subcontractors under a resulting contract.**

INFORMATION FOR EVALUATION – EXPERIENCE

Using this template, Prospective Contractors should provide the Prospective Contractor's experience and capabilities to meet the Solicitation requirements. The information provided should be prioritized beginning with the most important and/or relevant experience listed first.

Claim of Expertise:	We have direct experience in statewide contracts and cooperative purchasing programs
Documented Performance:	Our company brings direct experience working within statewide public procurement, hands-on involvement with State of Arkansas statewide contracts and cooperative purchasing programs such as TIPS and OMNIA Partners. In prior professional roles, the owner was responsible for hiring, onboarding, and managing third-party janitorial service providers for offices. This unique perspective from being a service provider, to working with and hiring janitorial services companies and working with state procurement enables the company to anticipate client expectations and structure service delivery to a high standard.

Claim of Expertise:	We have experience with statewide coverage, rural staffing, and regional operations
Documented Performance:	We operate a regional staffing model designed to support facilities in urban, suburban, and rural areas, currently servicing a little over 1 million square feet each month, across multi-site commercial, industrial, private and public-sector facilities. This model includes Regional labor pools, cross-trained personnel, Backup coverage plans, Localized recruiting partnerships and management-led rapid response staffing protocols. This approach has been implemented across multiple rural and semi-rural facilities, resulting in no missed service days due to staffing shortages over the past 36 months, while maintaining service quality standards.

Claim of Expertise:	We have experience in vendor transition management and contract takeovers
Documented Performance:	We have direct experience taking over janitorial services from incumbent providers across multi-site accounts, including contracts with documented failures in cleaning and hygiene, staffing gaps, and other facility service. With our systems we have deployed across multiple contract takeovers, resulting in stabilized service delivery within 30–60 days, reduced early-stage service complaints, and improved client satisfaction following transition. Examples include Matthews Manufacturing in Searcy, City of Little Rock 12 th Street Police Precinct and U of A Little Rock Administrative Office.

Claim of Expertise:	We have experience and expertise in Quality Control and Performance Tracking
Documented Performance:	We operate a structured Quality Control (QC) and performance plan designed to prevent service degradation and frontline complacency. This includes routine scheduled inspections conducted by management teams, checklist-based evaluations, documented corrective-action, supervisor-led spot audits outside normal inspection schedules as well as targeted retraining and coaching when inspection scores fall below benchmarks and escalation protocols for repeat deficiencies. Inspection records are retained and can be provided via email. This system has been implemented across all active clients and has produced measurable reductions in repeat deficiencies, faster corrective-action resolution timelines, and sustained long-term service quality consistency.

Claim of Expertise:	Facility Supply Chain Expertise and Industry Experience
Documented Performance:	We bring over 15 years of facility services and industry expertise with specialized experience in restroom hygiene systems, consumables optimization, and janitorial

	supply chain operations across commercial and institutional environments. This experience enables us to operate not only as a janitorial services provider, but as a janitorial services provider with strong facility operations and supply chain capabilities focused on long-term reliability and cost efficiency. As part of our standard operating model, we actively modernize outdated or inefficient dispenser systems at no additional charge when such upgrades improve performance, reliability, or total cost of ownership. These modernization initiatives are deployed proactively during onboarding and throughout ongoing service delivery. Examples of modernization initiatives successfully implemented include: • Converting multifold towel dispensers to controlled-roll towel systems to reduce paper waste, over-dispensing, and refill frequency • Replacing bulk liquid soap dispensers with sealed automatic foam soap systems to improve hygiene, reduce product consumption, and eliminate leak and clog failures • Standardizing dispenser platforms across facilities to simplify maintenance, improve stocking efficiency, and reduce emergency supply shortages These initiatives have delivered measurable operational benefits across multiple client locations, including reduced consumable usage rates, lower emergency refill incidents, improved restroom reliability, enhanced client satisfaction, improved aesthetics and public-facing facility standards. This facility supply optimization and modernization model has been deployed across 20+ facilities, resulting in improved restroom performance consistency and long-term consumable cost stabilization without requiring capital expenditures from client budgets. This expertise has already been applied across SAS Buildings at NRC, Crime Lab, PSC and WCC with upgrades from outdated systems to automatic paper towel and soap dispensers (at no additional cost). This resulted in improved restroom reliability, reduced supply stockouts, stabilized consumable spending, and fewer service disruptions related to product failures or shortages.
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Claim of Expertise:	Our company has workforce stability, training, and retention much higher than an average cleaning service.
Documented Performance:	The commercial janitorial industry is characterized by high workforce turnover, which negatively impacts service quality, security, and operational continuity. We have built an operating model that directly counters this risk through culture-driven retention, structured supervision and accountability systems. As a result, our company maintains annual employee turnover below 5%, substantially lower than industry norms. This workforce stability produces measurable operational benefits, including: • Greater consistency in cleaning quality • Reduced onboarding and retraining disruptions • Improved security and key-control compliance • Stronger understanding of facility needs • Lower service complaint frequency This low-turnover model has been sustained across multiple active accounts and directly supports reliable long-term service performance for public and private-sector facilities.

INFORMATION FOR EVALUATION – SOLUTION

Using this template, Prospective Contractors should include a narrative to address and provide a high-level overview of the solution and/or approach proposed using the requirements outlined in the Solicitation.

Prospective Contractors **shall not** exceed the four-page limit for this subsection. Prospective Contractors should not include links to outside sources within this document. Links found within the document will be redacted or removed and may cause the Prospective Contractor's proposal to be rejected. See RFP Section 3.5 for more information about this subsection.

1. Overview of Proposed Solution

Our proposed solution delivers consistent, scalable, and accountable janitorial services across Arkansas for State agencies. Our solution is built to handle different facility sizes, service frequencies, and regional conditions while maintaining clear cleaning and hygiene standards and predictable performance outcomes.

Our approach is a centralized operating system with localized execution, ensuring reliability for the State while providing flexibility for individual Purchasing Entity and facility needs. This model emphasizes workforce stability, quality control, structured communication, and risk-managed service delivery.

Our goal is to operate as a long-term facilities services partner, not a transactional janitorial vendor, by building systems that remain effective throughout the full contract term.

2. Service Delivery Model

Account Management and Oversight

Each Purchasing Entity is supported by a designated Area Manager who will serve as the primary point of contact and is responsible for service coordination, performance monitoring, issue resolution, scope governance, and escalation management. Area Managers are supported by ownership and the operations manager, who remain involved through site visits, inspections, and performance oversight.

This management structure is designed to responsiveness of a small company with the discipline and accountability of a larger operation, ensuring facilities receive rapid issue resolution without sacrificing quality, service or accountability.

Across our current portfolio, this structure has supported multi-site institutional and commercial clients while maintaining a client retention rate of 97%, reflecting long-term service stability and consistently high-performance standards.

Staffing and Workforce Deployment

Staffing levels and schedules are established based on facility size, service frequency, scope of work, and traffic volume. All personnel assigned to State or public facilities wear identifiable uniforms and badges, comply with background check and drug testing requirements, and follow documented cleaning, safety, and security procedures.

To maintain service continuity, we use regional labor pools, cross-trained staff, backup coverage plans, and supervisor-led rapid response protocols. This workforce model supports both standard after-hours janitorial services and special scheduling requirements while minimizing missed service days.

3. Service Standards, Scope Management, and Scheduling

Scope Definition and Performance Standards

For each Purchasing Entity, we establish a documented scope of work, defined service schedules, and performance standards aligned to facility needs. These elements are reviewed and mutually agreed upon during onboarding and updated when service needs change.

Scope changes are documented and approved prior to implementation to prevent service drift and keep expectations clear on both sides. This ensures operational discipline while maintaining transparency and budget predictability.

Day Porter and Special Circumstance Services

Facilities that require day porter services or continuous daytime coverage operate under materially different labor and supervision requirements than standard after-hours janitorial services.

To ensure service sustainability and performance consistency, day porter services are structured as add-on or special circumstance services, with staffing models developed based on coverage hours, facility usage, and service intensity. Service levels and performance standards are documented separately from base janitorial scopes to prevent scope drift and financial misalignment.

4. Quality Control and Performance Governance

Quality Control Framework

We operate a structured Quality Control (QC) framework designed to prevent service degradation and employee complacency over time. This framework includes routine scheduled inspections conducted by management independent of cleaning staff, checklist-based evaluations aligned to facility scope and performance standards, documented corrective-action workflows with defined resolution timelines, supervisor-led spot audits outside normal inspection schedules, and escalation protocols for repeat deficiencies.

Inspection cycles are structured based on facility size, complexity, and service intensity:

- **Weekly inspections** for larger facilities and regulated environments. We currently perform weekly inspections for SAS buildings – NRC, Crime Lab, PSC and WCC as well as state building U of A Admin Office in Little Rock and City of Little Rock LRPD 12th Street Precinct.
- **Bi-weekly inspections** for mid-sized multi-tenant facilities
- **Monthly inspections** for stable, low-variance facilities

Inspection records are retained and available for review upon request. This system has been deployed across multi-site accounts and has produced measurable reductions in repeat deficiencies, faster corrective-action resolution timelines, and sustained long-term service consistency.

90-Day Ramp Up & Service

To prevent early-stage service degradation following onboarding or service expansion, all new facilities and major scope changes follow a formal 90-day stabilization process. This program includes increased inspection frequency during the first 60–90 days, weekly supervisor check-ins during ramp-up, performance benchmarking at 30, 60, and 90 days, and early corrective-action triggers tied to inspection scores and client feedback.

Facilities transition to standard operations only after performance benchmarks are met. This stabilization model has resulted in reduced early-stage service complaints and sustained performance consistency beyond initial onboarding.

5. Communication and Responsiveness

We maintain structured communication protocols designed to ensure clarity, responsiveness, and accountability. These include designated points of contact for each Purchasing Entity, regular check-ins based on service level, defined escalation paths for urgent issues, and documented response timelines for service requests and complaints.

We maintain processes and protocols for urgent service issues, weather disruptions, facility closures, emergency cleaning needs, and access incidents. These protocols include supervisor-led coordination, flexible scheduling, and rapid staffing deployment to minimize service interruptions.

6. Workforce Stability and Training

The janitorial industry is characterized by high workforce turnover, which negatively impacts service quality and operational continuity. Our operating model prioritizes workforce stability through positive company culture and retention practices, structured supervision, above minimum wage pay and performance bonuses.

As a result, our company maintains a 97% client retention rate and an annual employee turnover rate below 5%, substantially outperforming industry norms. This workforce stability supports consistent service delivery, reduces onboarding and retraining disruptions, improves security compliance, and lowers service complaint frequency across all active accounts.

All personnel receive onboarding training, on-site facility specific training, safety training, and refresher training based on performance trends and inspection results. Training records are maintained and available for review upon request. We also utilize scope of work documents and cleaning checklists to ensure all cleaning tasks are met and exceeded.

7. Scalability and Statewide Coverage

Our operating model is designed to scale across Arkansas without sacrificing service quality or accountability. Scalability is included through regional supervision, hub-and-spoke staffing, centralized quality control, standardized onboarding, consistent performance standards across all regions, and flexible staffing deployment protocols.

We currently support a diverse mix of multi-site institutional, commercial, and public-facing facilities across urban, suburban, and rural areas with this model. Our structure is intentionally designed to support rapid expansion under statewide contract volume without operational disruption, service degradation, or loss of performance accountability. This combination of small-business agility and large company operational controls allows us to deliver both rapid response times and large-scale execution reliability.

8. Leadership Oversight and Operational Governance

The company is led by Michael Sills as President, who brings 20 years of direct industry experience spanning janitorial operations, facility supply management, and sales and operational leadership in commercial and public-use environments. His background includes hands-on responsibility for workforce management, quality control systems, multi-site contract oversight, and procurement-aligned service delivery, as well as prior roles involving the hiring and management of contracted janitorial service providers.

In addition to direct janitorial operations experience, Mr. Sills previously led facility systems and supplies for multi-state nursing home organizations comprising approximately 90 facilities across urban and rural regions. In this role, he oversaw janitorial consumables, laundry and foodservice chemical programs, equipment standardization, service and repair coordination, inventory management, and vendor performance across all of Arkansas and some areas of Missouri and Oklahoma. This required continuous operational coordination, awareness, and service continuity planning across a highly regulated institutional environment.

This operational leadership foundation enables the company to maintain disciplined labor-to-scope alignment, optimize supply and equipment selection, and enforce consistent performance standards

across facilities. The organization is supported by a team of experienced supervisors and an operations manager who oversee daily execution, inspections, staffing continuity, and issue resolution. This leadership and governance structure ensures that service delivery remains operationally sound, financially sustainable, and capable of scaling to support statewide contract volume without service degradation.

9. Summary of Value to the State

Our proposed solution provides the State of Arkansas with predictable, accountable janitorial services; workforce stability; proactive quality control; structured communication and escalation protocols; scalable statewide service coverage; and service delivery.

This solution is designed not only to meet the State's immediate janitorial needs, but to provide a durable, high-performing statewide service platform throughout the full contract term.

The State of Arkansas is selecting a long-term operational partner that will be entrusted with hundreds of facilities, thousands of occupants, and public-facing service expectations. Our solution is designed to combine small-business responsiveness with enterprise-grade operations ensuring rapid issue resolution, stable workforce performance, and predictable service quality at scale.

INFORMATION FOR EVALUATION – RISK

Using this template, Prospective Contractors should identify and prioritize major risks that they reasonably foresee could potentially prevent or impair the Prospective Contractor's delivery of the solution as offered in the proposal or to otherwise fail to meet the State's desired outcome, specifications, and performance standards, and how they will mitigate, manage, and/or minimize each risk listed.

Prospective Contractors may expand the space in each table, add a table, or delete a table as needed, but Prospective Contractors **shall not** exceed the two-page limit for this subsection. Prospective Contractors should not include links to outside sources within this document. Links found within the document will be redacted or removed and may cause the Prospective Contractor's proposal to be rejected. See RFP Section 3.5 for more information about this subsection.

Prospective Contractors may delete the instructions above and the example shown below.

Example:

Risk Description:	Workforce Availability in Rural Areas
Solution:	Staffing availability in rural or geographically remote areas can present challenges due to limited labor pools, longer commute distances, and reduced workforce density. We manage this risk through a regional staffing model, cross-trained personnel, and proactive recruitment pipelines in secondary markets. We also maintain backup coverage plans, flexible scheduling options, and localized recruiting partnerships to ensure service continuity even in low-density regions.
Documented Performance:	This strategy has been implemented across multiple rural and semi-rural facilities, resulting in no missed service days due to staffing shortages, while maintaining service quality standards.

Risk Description:	High Workforce Turnover Common in the Janitorial Industry
Solution:	The commercial janitorial industry is widely recognized for exceptionally high employee turnover, often exceeding 200% annually, driven by inconsistent schedules, weak supervision, and limited career pathways. Our operating model directly addresses this risk through improved company culture, structured supervision, and accountability systems.
Documented Performance:	As a result of these operational controls, our company maintains annual employee turnover below 5%, which is substantially lower than industry norms. This workforce stability produces measurable benefits, including Greater consistency in cleaning quality, Reduced onboarding and retraining disruptions, Improved security and key control compliance, Stronger familiarity with facility layouts and needs, and Fewer service complaints.

Risk Description:	Pricing Viability if a Day Porter Is Required
Solution:	Pricing submitted on a per-square-foot basis is optimized for standard after-hours janitorial services. Facilities that require full-time or part-time day porter services introduce materially different labor economics, including higher wage rates, extended coverage hours, and increased supervisory oversight. We mitigate this risk by clearly separating day porter services from base janitorial pricing and structuring them as add-on or special circumstance services during the discussions phase. Day porter staffing models are developed based on the specific facility needs and requirements.
Documented Performance:	This pricing separation model has been successfully applied across existing accounts requiring daytime coverage, resulting in sustained service quality and contract profitability.

Risk Description:	Variability in Facility Scope, Layout, and Service Expectations
Solution:	Facilities across the State and public entities vary widely in size, usage, and operational demands. We manage this risk by establishing specific scopes of work, service schedules, and performance standards during onboarding.
Documented Performance:	This process has reduced client disputes and improved client satisfaction across multi-site accounts by ensuring alignment between service expectations and operational delivery.

Risk Description:	Service Degradation After Initial Contract Start-up
Solution:	Multi-site janitorial contracts sometimes experience issues and failures after 60-120 days due to: Supervisor attention drifting to new accounts, inconsistent training as staffing expands, lack of quality control standards and employee complacency
Documented Performance:	We have a structured quality control program and accountability procedures to include inspections, checklists and audits. This system ensures that quality expectations remain visible, measurable, and enforceable, preventing gradual performance degradation.

Official Solicitation Price Sheet - **REVISED 2/6/2026**

State of Arkansas

S000000473 Statewide Janitorial Services

Instructions:	
Table 1: Janitorial Services	
1	The Prospective Contractor shall enter data in the purple-shaded cells only.
2	The Prospective Contractor shall enter the cost per square foot for the janitorial services listed in Table 1 which are taken from Section 2.5 of the RFP. The cost per square foot must include all expenses related to performing the janitorial services listed and must include all costs associated with the requirements of this RFP.
3	Pricing must be inclusive of all applicable expenses including, but not limited to, equipment, supplies, mileage, labor, etc.
4	The estimated square footage is only an estimate used for evaluation purposes. It does not reflect the actual square footage for janitorial services that will be awarded for any resulting contract.
5	The cost entered in the purple-shaded cells will calculate against the square footage and against the estimated number of times the services will be performed annually twelve (12) months for the estimated annual cost.
6	The Total Estimated Annual Cost will calculate automatically.
7	The Total Estimated Seven (7) Year Cost will calculate automatically.
8	The Prospective Contractor shall not alter the price sheet.

Table 2: Add-On Janitorial Services	
1	The Prospective Contractor shall list any add-on services above and beyond the basic services included in Table 1.
2	The cost per square foot must include all expenses related to performing the janitorial services including, but not limited to, equipment, supplies, mileage, labor, etc.

Official Solicitation Price Sheet - REVISED 2/6/2026

State of Arkansas

S000000473 Statewide Janitorial Services

Prospective Contractor Name **Sharp Property Management Services DBA A SHARPER IMAGE**

Table 1: Janitorial Services - to be used for the low-cost determination

Description (Services from the RFP Section 2.5)	Estimated Square Footage	Estimated # of Times Per Year	Per Month	Square Foot Cost	Estimated Annual Cost Per Square Foot
Sweeping	250,313	260	12	\$ 0.01	\$ 28,368.67
Mopping	250,313	260	12	\$ 0.01	\$ 28,368.67
Changing trash can liners	250,313	260	12	\$ 0.01	\$ 28,368.67
Trash disposal	250,313	260	12	\$ 0.01	\$ 28,368.67
Spot vacuuming	250,313	260	12	\$ 0.01	\$ 28,368.67
Wiping down surfaces	250,313	260	12	\$ 0.01	\$ 28,368.67
Indoor window washing and basic cleaning around windows	250,313	260	12	\$ 0.01	\$ 28,368.67
Stairwell and breezeway/entryway basic cleaning and sweeping	250,313	260	12	\$ 0.01	\$ 28,368.67
Restocking supplies	250,313	260	12	\$ 0.01	\$ 28,368.67
Total Estimated Annual Cost					\$ 255,318.06
Total Estimated Seven (7) Year Cost					\$ 1,787,226.41

Table 2: Add-On Janitorial Services - NOT to be used for the low-cost determination

Description of Add-On Janitorial Services	Square Foot Cost
<i>Example: Shampoo Carpeting</i>	\$ 1.25
Carpet Extraction Cleaning	\$ 0.25
Floor Stripping and Refinishing (up to 5 coats of finish included)	\$ 0.75
Hard Floor Machine Scrub	\$ 0.22
Tile & Grout Machine Scrubbing (breakrooms/ restrooms)	\$ 0.55
Floor Buffing/ Burnishing	\$ 0.10

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR:

SUBCONTRACTOR NAME:

☐ Yes ☒ No

IS THIS FOR:

TAXPAYER ID NAME: Sharp Property Management Services ☐ Goods? ☒ Services? ☐ Both?

YOUR LAST NAME: Sills

FIRST NAME: William

M.I.: M

ADDRESS: PO Box 15702

CITY: Little Rock

STATE: AR

ZIP CODE: 72231

COUNTRY: USA

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

F O R I N D I V I D U A L S *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

F O R A N E N T I T Y (B U S I N E S S) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☒ None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature Michael Sills Title President Date 02/10/2026

Vendor Contact Person Michael Sills Title President Phone No. 501-319-4304

Agency use only

Agency Number _____ Agency Name _____ Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

It is the policy of A Sharper Image not to discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, or veteran status.

A Sharper Image will take affirmative action to ensure that the EEO Policy is implemented, regarding advertising, application procedures, compensation, demotion, employment, fringe benefits, job assignment, job classification, layoff, leave, promotion, recruitment, rehire, social activities, training, termination, transfer, upgrade, and working conditions.

A Sharper Image will continue to make it understood by the employment entities with which it deals, and in employment opportunity announcements that the foregoing is company policy, and all employment decisions are based on individual merit only.

All current employees of A Sharper Image are requested to encourage qualified disabled persons, minorities, special disabled veterans, and Vietnam Era veterans to apply for employment, on the job training or for union accommodations for qualified disabled individuals.

It is the policy of A Sharper Image that all company activities, facilities, and job sites are non-segregated. It is the policy of A Sharper Image to ensure and maintain a working environment free of coercion, harassment, and intimidation at all job sites, and in all facilities at which employees are assigned to work.



Michael Sills
President

A Sharper Image
PO Box 15702
Little Rock, AR 72231

www.asharperimage.net

DISCUSSIONS DOCUMENT
S000000473
Statewide Janitorial Services

DISCUSSIONS DOCUMENT CHECKLIST

The following items **must** be submitted during the Discussions Kick Off Meeting:

- ☐ Discussions Document
 - Clarification of scope of work
 - Clarification of project timeline
 - Clarification of Risk Management Plan
 - Full Financial Summary
 - Proposed Performance Standards
- ☐ Proposed project reporting template

Sharp Property Management Services, Inc
DBA "A SHARPER IMAGE"

The following document provides A Sharper Image's operational plan, implementation methodology, risk controls, reporting systems and performance accountability standards for successful execution of Statewide Janitorial Services under RFP S000000473. The intent of this submission is to provide the State with not only clarification, but a clear view into how services will be managed, measured, and continuously supported under a resulting contract.

DETAILED SCOPE OF WORK

At minimum, address how the Prospective Contractor will address each of the requirements specified in the RFP under a resulting contract (include and expand upon the submitted Solution response). This section should clearly identify the Prospective Contractor's understanding, implementation, and performance of services required in this RFP, including all activities required by the Contractor and all activities expected by the State/Participating Entities. These items will be incorporated by reference into the final contract, so the Prospective Contractor should provide a very detailed plan that must include the how, the who, and when of each milestone, task, or activity. There is no page limit for this section.

2.4. GENERAL REQUIREMENTS

- A. Provide a detailed description of how the proposed solution will meet or exceed the General Requirements in Section 2.4 of the RFP. Include screen shots and other descriptive materials as appropriate.

2.4 GENERAL REQUIREMENTS

*A. The Contractor **shall** provide supervision, labor, transportation, equipment, supplies, tools, apparatus, incidentals, etc. to perform commercial Janitorial Services.*

A Sharper Image understands that this statewide contract is not just staffing janitorial labor, but the operation of a managed facility services program requiring centralized oversight, regional supervision, consistent staffing, standardized training, commercial-grade supply management, documented quality assurance, responsive communication, and long-term performance accountability.

The State of Arkansas and participating public entities require a contractor capable of servicing facilities of varying size, complexity, service frequency, and geographic location while maintaining a uniform level of cleanliness, professionalism, health and hygiene compliance, and operational responsiveness.

To meet this requirement, A Sharper Image operates under a centralized management and localized execution model in which all service standards, reporting procedures, onboarding systems, training expectations, purchasing controls, and quality assurance protocols are directed by company leadership while labor, supervision, and field management are executed regionally throughout Arkansas. This operating model allows statewide contract volume to be absorbed into an existing management structure without sacrificing service consistency or accountability.

We will provide all supervision, labor, transportation, equipment, supplies, tools, and incidental resources necessary to execute commercial janitorial services in a consistent and professional manner across participating entities of varying sizes and service levels throughout Arkansas. This is managed through a three-tier operational structure designed to provide both statewide and local service.

Corporate leadership maintains responsibility for:

- Statewide operational control
- Contract compliance
- Staffing approval
- Purchasing oversight
- Quality assurance review
- Escalated issue management

This level ensures that all participating entities operate under one standardized statewide service model rather than fragmented building-by-building management.

Arkansas is serviced through designated Area Managers based on geographic territory and account concentration.

Area Managers are responsible for:

- Onboarding newly awarded facilities,
- Staffing coordination
- Employee supervision
- Supply delivery
- Inspection completion
- Customer communication
- Complaint resolution
- Emergency response

Field labor consists of:

- Routine janitorial cleaners,
- Lead cleaners,
- Floating/ Utility cleaners,
- Special project technicians

All assigned personnel operate under documented cleaning checklists, site-specific scopes of work, and direct supervision.

Employees and staff that are assigned to perform janitorial services under this Contract shall be in a clean, professional, and readily identifiable uniform. At a minimum, personnel shall wear company-issued shirts, smocks, aprons, or similar outer garments displaying “A Sharper Image” or “Cleaning Staff” in a visible location so that cleaning staff may be easily recognized by building occupants and security personnel. All costs associated with uniforms, logos, name tags and garments will be the responsibility of the cleaning service and not affect pricing under this Contract

*B. The Contractor **shall** perform Janitorial Services in compliance with all applicable Federal and State laws, rules, and regulations, and any local safety regulations and standards.*

All janitorial services will be performed in accordance with applicable Federal, State, and local laws, regulations, and safety standards. Employees are trained on workplace safety, chemical handling, hazard communication, and facility conduct requirements. Management oversight, routine inspections, and reporting are used to ensure continued compliance throughout the contract term.

*C. The Contractor **shall** provide commercial Janitorial Services for State and other public entities in varying sized spaces, locations, and levels of service across the State of Arkansas.*

A Sharper Image already services multi-site private, municipal, healthcare, and public facilities across Arkansas under varying schedules and square footage demands. State and public entities awarded under this contract will be incorporated into this existing regional operating structure, allowing our company to scale responsibly without reinventing staffing, supervision, or reporting systems for each new account.

*D. The Contractor **shall** ensure that the Janitorial Services are of high-quality, thorough, and completed with professionalism.*

Janitorial quality is maintained through defined cleaning standards, supervisor-led inspections, documented deficiency tracking, and immediate corrective action protocols. Quality control is actively monitored and verified through routine scheduled inspections and internal oversight.

E. The Contractor **shall** provide a reliable, trained workforce to perform the Janitorial Services.

We will provide reliable, trained employees through local hiring and recruitment efforts and then structured onboarding, training and ongoing refresher and corrective training. This training program is part of our overall workforce planning and development. After training, we maintain training records and monitor through inspections, field management and retention.

F. The Contractor **shall not** use any products, supplies, or equipment which may be injurious or damaging to the surfaces upon which they are to be applied. All products, supplies, or equipment **must** be commercial grade.

We only use commercial grade products. Our two primary chemical and consumable product suppliers are Pettus/Browns and American Paper & Twine. We also have credit accounts at Brady, Abernathy and Myers Supply. For cleaning equipment, we primarily use SweepScrub.com and national brands like; Tennant, Karcher, IPC Eagle or Hoover. This vendor structure provides stable statewide purchasing continuity, product availability, and replacement capability throughout the contract term.

We use standardized chemical programs with dilution systems or pre-mixed RTU products. Industry knowledge and manufacturer support helps to ensure we are using products that are safe on specific surfaces.

This is an example of some of the products we use at different accounts and one of our training steps to ensure proper usage at the facility level.

PRODUCT USAGE CHART

Be sure to read all Directions, Precautionary and First Aid Statements on product labels/ SDS before using any chemical. Always use personal protective equipment as directed.



FAST AND EASY Glass & Surface

Fast & Easy has been designed to clean windows, mirrors, display cases, crystal and hard surfaces, such as formica counter tops, and table tops.

EXCELENTE Floor Cleaner

Enjoy the fresh, clean fragrance of lavender while you clean with Fantastico floor cleaner. Great for floors and other surfaces where a bright, shiny, streak free finish is desired. With a long-lasting, fragrant bloom of lavender. Mop & Bucket application.

PROFECT HP RTU Disinfectant/ Cleaner

Use Profect HP daily as part of a simple and effective cleaning and disinfection program for your entire facility on hard, non-porous surfaces. Profect HP kills bacteria and viruses in 60 seconds. One minute contact times. Ideal for daily use on high-touch surfaces.

NABC Restroom Disinfectant

NABC cleans, disinfects, and deodorizes toilet bowls, urinals and other restroom surfaces. Safe to use on nearly any hard surface, NABC will not etch porcelain or harm plumbing/septic tanks when used according to directions. Effective for clean-ups per the Bloodborne Pathogen Standard.



PRODUCT USAGE CHART

HDO C²

Clean on the Go®



#4710137

HdqC 2 is a neutral pH, quaternary disinfectant cleaner formulated to kill a broad spectrum of microorganisms on high gloss floors, and other hard, nonporous surfaces. It disinfects without damaging or dulling floor finish even with repeated use. HdqC 2 deodorizes hard-to-keep-fresh-smelling areas such as garbage storage areas, toilet bowls, and other areas which are prone to odors caused by microorganisms.

HdqC 2 es un limpiador desinfectante cuaternario de pH neutral, formulado para eliminar un amplio espectro de microorganismos en pisos de alto brillo, y otras superficies duras y no porosas. Desinfecta sin dañar o entorpecer el acabado del piso incluso con el uso repetido. HdqC 2 desodora las áreas difíciles de mantener con un olor fresco, tales como áreas de almacenamiento de basura, inodoros y otras áreas que son propensas a olores causados por microorganismos.



DAMP MOP 8

Clean on the Go®



#4719832

No-rinse floor cleaner concentrate reduces time and labor cost of daily maintenance of high gloss, metal-interlock floor finishes. Quickly and effortlessly removes dirt and other surface soils in heavily trafficked areas. Quick drying. Damp Mop leaves no residue or haze to dull floor finish. With a pleasant lemon fragrance. Damp Mop is also biodegradable and phosphate-free.

Es un concentrado limpiador sin enjuague para pisos que reduce el tiempo y el costo de mano de obra del mantenimiento diario de acabados en pisos de alto brillo, con "metal interlock". Rápidamente y sin esfuerzo elimina las suciedades de superficie en áreas de intensa circulación. Con secado rápido. Damp Mop no deja residuos o bruma en el acabado del suelo. Con una agradable fragancia de limón. Damp Mop también es biodegradable y libre de fosfatos.



FAST & EASY®

Multi-Purpose Cleaners



#306003

Formulated to meet the health, safety and performance expectations of today's housekeeping personnel, Fast & Easy cleans fast and dries quickly without streaks. Fast & Easy cuts through grease, soot, and other hard to remove soils by simply spraying and wiping dry. Fast & Easy has been designed to clean windows, mirrors, display cases, crystal and hard surfaces, such as formica counter tops, and table tops.

Formulado para cumplir con las expectativas de salud, seguridad y rendimiento del personal de limpieza de hoy en día, Fast & Easy corta la grasa, el hollín y otros residuos difíciles de remover simplemente rociando y secando. Fast & Easy ha sido diseñado para limpiar ventanas, espejos, vitrinas, superficies duras y de cristal, como las encimeras de Formica y las superficies de las mesas.



NABC®

Disinfectants/Sanitizers



#711033

Formulated without acid, NABC cleans, disinfects, and deodorizes toilet bowls, urinals and other restroom surfaces. Safe to use on nearly any hard surface, NABC will not etch porcelain or harm plumbing/septic tanks when used according to directions. Effective for clean-ups per the Bloodborne Pathogen Standard, NABC delivers healthy restrooms and a signature clean fragrance.

Formulado sin ácido, NABC limpia, desinfecta, desodora tazas de inodoros, orinales y otras superficies de baños. Seguro de usar en casi cualquier superficie dura-NABC no rayará la porcelana o dañará los tanques de plomería/septicos cuando se utiliza de acuerdo a las instrucciones. Efectivo para limpiezas según el estándar de patógenos transmitidos por la sangre, NABC brinda baños saludables y una fragancia limpia e impecable.



A SHARPER IMAGE
501-319-4304
www.asharperimage.net

CHEMICAL EMERGENCY?
Call 800-424-8802

G. The Contractor **shall** furnish and use safety precautions necessary to warn citizens or employees of wet floors, or of any other condition which may be hazardous.

During initial set up for new accounts, we provide wet floor signs and similar items for safety needs. We have these readily available for use at each location when needed. As a standard practice we use wet floor signs, adhere to safe cleaning practices and PPE requirements.



During the Discussions Phase, the Contractor **shall** provide the name and contact information of the person who will be in direct contact with the Purchasing Entity regarding any issues under any resulting contract.

The main contact for this contract will be the following:

Michael Sills, President

A Sharper Image

cell: 501-319-4304

email: michael@asharperimage.net

2.5. BASIC LEVEL OF JANITORIAL SERVICES REQUIREMENTS

- A. Provide a detailed description of how the proposed solution will meet or exceed the Basic Level of Janitorial Services Requirements in Section 2.5 of the RFP. Include screen shots and other descriptive materials as appropriate.

2.5 BASIC LEVEL OF JANITORIAL SERVICES REQUIREMENTS

A. The Contractor **shall** perform basic commercial Janitorial Services on designated days and times, such as daily, evenings, weekly, monthly, quarterly, and/or special projects, as designated by the Purchasing Entity contracting for the services.

A Sharper Image recognizes that routine janitorial services represent the daily foundation of facility cleanliness, health and hygiene maintenance, and overall building appearance. The objective of basic janitorial service is not just completion of tasks, but the establishment of a repeatable and inspectable cleaning routines that ensure each participating facility receives dependable service regardless of building size, service frequency, assigned personnel, or geographic location.

To accomplish this, A Sharper Image performs all routine janitorial services under a facility-specific management model, meaning each participating entity receives a documented cleaning plan, assigned labor structure, supervisory oversight, inspection verification, and service customization based on actual building need.

*B. The Contractor **shall** perform basic commercial Janitorial Services including, but not limited to, the following: Sweeping – Mopping - Changing trash can liners - Trash disposal - Spot vacuuming - Wiping down surfaces Indoor window washing and basic cleaning around windows - Stairwell and breezeway/entryway basic cleaning and sweeping - Restocking supplies*

A. Service Scheduling and Facility Planning

Upon award of a participating facility, we will coordinate directly with the State Entity to establish building access procedures, approved cleaning days and service times, scope-specific task frequencies, janitorial closet or storage arrangements, supply stocking requirements, and designated communication contacts.

Following this review, a written facility cleaning schedule and service scope will be created identifying tasks to be performed, frequency of each task, assigned staffing structure, and any entity-specific service expectations. This facility-specific scope becomes the operational guide used by cleaning staff, supervisors, and management personnel.

Responsibility for service scheduling is managed as follows:

- Management develops labor plans and staffing assignments,
- Supervisors oversee day-to-day adherence,
- Cleaning staff execute the assigned service schedule
- Schedules remain adjustable as facility usage, seasonal needs, holidays, or requests evolve.

B. Performance of Basic Janitorial Services

A Sharper Image will perform all required routine janitorial tasks in a consistent and professional manner including, but not limited to sweeping, mopping, vacuuming, trash removal, liner replacement, restroom sanitation, surface wiping and disinfection, interior glass cleaning, stairwell and entryway cleaning, and routine replenishment of restroom and breakroom dispensers with approved paper products, soap products, liners, and related consumable items as provided under the Participating Entity's established supply program.

Janitorial staff responsibilities under this Contract shall include the monitoring and refilling of designated restroom and breakroom dispensers during scheduled cleaning visits so that commonly used supplies remain presentable and available for normal daily use

Routine janitorial execution is managed under the following operational standards:

1. **Hard Floor Sweeping and Debris Removal** Hard floors, entrances, hallways, and common areas are swept or mechanically cleaned to remove dust, dirt, and loose debris. Additional attention is given to visible traffic lanes and high-use entry points to prevent buildup.
2. **Mopping and Surface Cleaning** Floors are mopped using approved commercial cleaning solutions appropriate to the floor type. Proper dilution controls and microfiber or commercial mop systems are used to ensure cleaning consistency and to reduce over-wetting or residue.
3. **Trash Removal and Liner Replacement** Trash receptacles are emptied, liners replaced, and waste removed to designated disposal locations. Overflow conditions, odor issues, and visibly soiled receptacles are addressed during normal service cycles.
4. **Carpet Vacuuming and Spot Attention** Carpeted areas are vacuumed with concentration on traffic lanes, entries, offices, and visible debris areas. Spot treatment is performed as needed to maintain a presentable appearance between larger restorative carpet cleaning cycles.
5. **Restroom and High-Touch Surfaces.** Restrooms are cleaned and disinfected with emphasis on toilets, urinals, sinks, partitions, mirrors, fixtures, dispensers, and touchpoint surfaces. High-

touch areas throughout the facility such as door handles, light switches, counters, and common contact surfaces are wiped and disinfected as part of routine cleaning.

6. Interior Glass and Window Area Cleaning Interior glass, lobby glass, partition glass, and visible window surfaces are spot cleaned to remove fingerprints, smudges, and debris. Surrounding ledges and frames are maintained as needed.
7. Stairwells, Breezeways, and Entryways These transitional areas are cleaned and maintained to support both building appearance and occupant safety. Debris accumulation, dirt migration, and obvious hazards are removed during service.
8. Dispenser replenishment is included under the approved service arrangement, and assigned janitorial staff shall check and refill restroom tissue, paper towels, hand soap, can liners, and similar day-to-day consumable items during scheduled cleaning visits using consumable inventory provided either by the Contractor or the Participating Entity, as established for the individual account. Inventory levels are monitored by both on-site staff and supervisory personnel to reduce shortages.

C. The Purchasing Entity will determine the details of their basic Janitorial Services requirements including types and frequency of services.

A Sharper Image understands that participating entities will vary substantially in building size, occupancy, traffic volume, restroom usage, public interaction, and desired service levels.

For this reason, janitorial frequencies and specific service expectations will be established individually with each participating entity during startup. We will coordinate with each entity to define cleaning frequencies, priority areas, reporting expectations, supply responsibilities, and any special operational concerns.

This ensures services are customized to actual facility need rather than applied through a one-size-fits-all cleaning model.

*D. The Contractor and the Purchasing Entity **shall** develop mutually agreed upon Performance Standards with appropriate damages for lack of performance.*

We will work with each Purchasing Entity to establish mutually agreed upon service expectations and measurable performance standards.

These standards will be supported by documented inspection checklists, routine supervisor inspections, service verification logs, identified deficiency tracking, and corrective action follow-up when required. This should ensure janitorial services are not only performed but routinely measured against agreed expectations.

Visual Documentation and System Integration

To support transparency and accountability, we utilize manuals, posters and similar documentation as well as reporting tools. Upon request, department contact emails can be added to inspection reports and those will automatically send as completed. Additionally, we can set up google drives with access to inspections reports and other data.

See below exhibits for examples:

EXAMPLE: FACILITY-SPECIFIC CLEANING SCHEDULE

UA Offices
2404 N. University Ave., Little Rock, AR 72207

DAILY CLEANING SERVICES

1. Common Areas, Halls, Offices & Meeting Rooms

- ☐ Empty all trash cans and replace liners
- ☐ Clean entryway glass doors (inside & outside)
- ☐ Wipe and sanitize all countertops and check-in areas
- ☐ Dust all flat surfaces and decorations (art, frames, etc.)
- ☐ Vacuum all carpeted areas and rugs
- ☐ Sweep all hard floors
- ☐ Mop all hard floors
- ☐ Dust wall hangings, ceiling edges, chair rails, door frames, and baseboards
- ☐ Disinfect all door handles and entry points
- ☐ Clean, dust, and organize conference rooms and large meeting areas (Conference rooms should always be "ready to go")

2. Kitchen / Break Room

- ☐ Empty trash cans and replace liners
- ☐ Dust wall hangings
- ☐ Disinfect all door handles and entry points
- ☐ Clean and sanitize sink, counters, backsplash, and fixtures
- ☐ Wipe all cabinet and drawer fronts
- ☐ Restock paper towels and hand soap
- ☐ Clean inside and outside of microwave
- ☐ Sweep and mop floor

3. Restrooms

- ☐ Dust all stalls and bathroom fixtures
- ☐ Disinfect door handles and entry points
- ☐ Clean and sanitize toilets, sinks, countertops, and fixtures
- ☐ Clean mirrors (no streaks or water spots)
- ☐ Restock toilet paper, paper towels, seat covers, sanitary bags, and hand sanitizer
- ☐ Sweep and mop floors
- ☐ Empty trash cans and replace liners

4. Other Daily / As-Needed Tasks

- ☐ Keep janitor's closet clean and organized
- ☐ Break down cardboard and take to dumpster or recycle area

DETAIL & DEEP CLEANING CHECKLIST

ADMINISTRATION BUILDING

1. Daily Detail Tasks

Offices & Common Areas

- ☐ Spot clean fingerprints and smudges (walls, switches, doors)
- ☐ Spot clean carpets and remove stains
- ☐ Clean large conference room:
 - ☐ Vacuum
 - ☐ Dust
 - ☐ Clean conference room tables/ remove finger prints and smudges
 - ☐ Remove carpet stains
 - ☐ Spot clean windows

Restrooms

- ☐ Dust all bathroom stalls and bathroom fixtures
- ☐ Scrub and wipe toilet bases
- ☐ Scrub and wipe sinks and surfaces

2. Weekly Tasks (Once Per Week)

- ☐ Wipe outside of all trash cans (remove smudges and grime)
- ☐ High-dust fixtures, cabinets, and picture frames

– TWICE WEEKLY

Days: Tuesday & Thursday

- ☐ Perform **all the same tasks** listed for the Administration Building:

- Trash
- Glass
- Dusting
- Vacuuming
- Sweeping & Mopping
- Restrooms
- Kitchen / Break Room
- Door handles
- Conference / Meeting Areas

BOTH BUILDINGS – ENTRANCES

- ☐ Remove all cobwebs from entrances



SIMPLE RULES FOR ALL CLEANERS

Always work top to bottom
(dust first, floors last)

Replace all trash liners every time

Restock supplies before leaving

Report any damage, low supplies, or
issues to Michael

If something looks dirty, clean it even if it's
not on the list

EXAMPLE: FACILITY-SPECIFIC CLEANING SCHEDULE



501-319-4304
501-864-5167
customerservice@asharperimage.net
www.asharperimage.net

Pinnacle Point Cabot
203B Westport Drive
Cabot, AR

Tuesday Night & Thursday Night Cleaning Schedule

Every Tuesday/ Thursday

- Sweep & Mop Hard floors.
- Vacuum Carpet.
- Dump trash and replace liner in ALL trashcans.
- Clean restrooms including:
 - Scrub toilets, wipe counters and dump trash
 - Scrub toilet with NABC, flush and leave fresh NABC in water
 - Check stock on paper towel and hand soap, replace as needed.
- Every time, replace toilet paper rolls with full new roll. Put partial roll in cabinet above toilet.
- Clean reception desk windows
- Spot clean fingerprints and smudges on all glass
- Clean, vacuum and replace liner in ALL offices.
- Clean Conference Room Table

Every Thursday

- High Dust with Swiffers – pictures, bookshelf, and any high reach area.
- Check corners high and low for cobwebs
- Spot clean walls

Note and send picture to Michael of any building issues; ants/ bugs, broken or damaged areas, etc.

CLIENT NAME HERE
ADDRESS, LITTLE ROCK AR

SCAN HERE
TO LOG CLEANING



SCAN HERE
TRAINING



Scan for cleaning instructions
Videos * Product Usage * SOPs



CLEANING SERVICE VERIFICATION

THIS FACILITY PARTICIPATES IN THE VERIFIED CLEANING PROGRAM.

**CLEANING SERVICE IS DIGITALLY LOGGED AND PERIODICALLY INSPECTED
TO ENSURE CONSISTENT QUALITY.**

2.6. ADD-ON JANITORIAL SERVICES REQUIREMENTS

- A. Provide a detailed description of how the proposed solution will meet or exceed the Add-On Janitorial Services Requirements in Section 2.6 of the RFP. Include screen shots and other descriptive materials as appropriate.

ADD-ON JANITORIAL SERVICES REQUIREMENTS

*The Contractor **shall** perform additional commercial Janitorial Services on designated days and times, such as daily, evenings, weekly, monthly, quarterly, and/or special projects, as designated by the Purchasing Entity contracting for the services.*

*The Contractor **shall** perform additional commercial Janitorial Services including, but not limited to, the following: Deep carpet cleaning/shampooing*

Stripping and waxing vinyl composite tile (VCT)

Machine-scrub luxury vinyl tile (LVT)

Breakroom trash receptacle cleaning

Dumpster area cleaning

The Purchasing Entity will determine the details of their additional Janitorial Services requirements including types and frequency of services.

*The Contractor and the Purchasing Entity **shall** develop mutually agreed upon Performance Standards with appropriate damages for lack of performance.*

In addition to routine janitorial maintenance, we maintain labor flexibility, specialized equipment and project scheduling capability to perform supplemental cleaning and restorative services as requested by participating entities. These services may be recurring, seasonal, or one-time in nature and will be managed using the same oversight, documentation, and accountability standards applied to routine cleaning services.

Task	Price per square foot
Carpet Extraction Cleaning	\$ 0.25
Floor Stripping and Refinishing (up to 5 coats of finish included)	\$ 0.75
Hard Floor Machine Scrub	\$ 0.22
Tile & Grout Machine Scrubbing (breakrooms/ restrooms)	\$ 0.55
Floor Buffing/ Burnishing	\$ 0.10

A. Scheduling and Coordination of Add-On Services

When add-on services are requested, we will coordinate directly with the State Entity to review: the requested scope of work, timing requirements, operational access, staffing requirements, equipment deployment, and any building-specific limitations.

Each request is evaluated individually to determine labor requirements, service duration, materials needed, and scheduling considerations to minimize disruption to normal facility operations. A defined work plan is then created outlining specific scope of service, projected completion timeline and expected outcome. Management remains responsible for planning and resource allocation, while supervisors oversee field execution and completion quality.

B. Performance of Add-On Services

Add-on services are performed by trained personnel using commercial-grade equipment, specialty tools, and task-appropriate chemicals or floor care materials.

Because these services often involve restorative cleaning rather than maintenance cleaning, assigned personnel are selected based on experience, equipment familiarity, and project-specific training. All work is completed in accordance with established safety standards, quality procedures, and site protection requirements.

C. Purchasing Entity Customization

A Sharper Image understands that supplemental service needs will vary significantly by facility age, floor type, occupancy, public traffic, and maintenance history.

For this reason, all add-on janitorial services will be coordinated directly with each participating entity based on desired scope, preferred service frequency, building availability, and budget considerations. This allows each entity to request only those supplemental services needed for their specific facility conditions.

D. Performance Standards and Accountability

Add-on janitorial services will be managed under mutually defined performance expectations established prior to project execution. These standards may include visual outcome expectations, completion deadlines, before/after verification, or site walkthrough approval.

We will maintain direct oversight of all supplemental work to ensure services are completed thoroughly and in accordance with agreed expectations.

E. Quality Control and Continuous Oversight

Supplemental cleaning services are incorporated into our overall quality assurance process. Management and supervisory personnel verify scope completion, workmanship, service appearance, and customer satisfaction. Any noted deficiencies are corrected prior to final closure whenever possible.

F. Visual Documentation and Reporting

For larger restorative or corrective cleaning projects, A Sharper Image can provide before and after photo documentation, email confirmation of completed work, supervisor completion notes, and project follow-up communication when requested.

This documentation provides Entities with additional visibility and completion confirmation beyond routine verbal acknowledgment.

Sample before-and-after project documentation is included in the exhibits below.

 BEFORE/ AFTER DOCUMENTATION



2.7. PROPERTY USE AND DAMAGE

- A. Provide a detailed description of how the proposed solution will meet or exceed the Property Use and Damage Requirements in Section 2.7 of the RFP. Include screen shots and other descriptive materials as appropriate.

A Sharper Image recognizes that the protection of State property, responsible use of public facilities, and immediate accountability for any operational incident are critical components of statewide janitorial service delivery. Our internal procedures are designed to ensure that Purchasing Entity facilities, furnishings, equipment, access systems, and surrounding property are treated with care, protected during service execution, and promptly addressed if any issue occurs.

A. Use of Purchasing Entity Property

The Contractor strictly prohibits the unauthorized use of state property by assigned personnel. This includes, but is not limited to telephones, computers, copiers, office equipment, breakroom appliances, or any facility-owned systems unrelated to janitorial performance.

Employees are trained during onboarding and reinforced through field supervision that only Contractor-provided equipment and supplies are to be used for janitorial operations and facility property is not to be utilized for personal convenience. Violation of this policy results in immediate corrective action and may result in disciplinary removal from the account.

B. Responsibility for Damage to Purchasing Entity Property

A Sharper Image accepts full responsibility for loss, damage, or destruction of Purchasing Entity property caused by the actions, negligence, misuse, or operational error of our personnel. All employees are trained that any damaged item, impacted surface, broken fixture, or unusual facility incident must be reported immediately without delay.

If damage or property impact occurs, the following process is initiated:

1. Assigned employee reports the issue immediately to their direct manager
2. Supervisor documents: description of the damage, location, date and time, probable cause, and supporting photographs.
3. Purchasing Entity contact is notified promptly.
4. Formal incident documentation is entered into the Contractor's reporting system.
5. Resolution and follow-up action are assigned by management.

Upon confirmation of contractor-caused damage, A Sharper Image will coordinate repair, replacement, reimbursement, or other mutually acceptable corrective resolution with the specific entity.

In addition to addressing the immediate issue, management will evaluate root cause and implement retraining, revised work procedures, product adjustments, or increased supervision as necessary to reduce the likelihood of recurrence.

C. Contractor-Owned Equipment and Material Responsibility

A Sharper Image maintains full responsibility for all contractor-owned equipment, tools, chemicals, carts, vacuums, floor machines, and supplies brought into a facility. We manage this through controlled equipment assignment, routine maintenance, organized storage procedures, and periodic field review of janitorial closets and staging areas.

Loss, malfunction, or damage to contractor-owned materials is handled internally and does not transfer responsibility to the Purchasing Entity.

D. Preventative Facility Protection Measures

Our operational philosophy emphasizes prevention rather than reaction.

To minimize the risk of property damage or disruption, the following controls are standard: use of approved surface-safe cleaning chemicals, employee training on proper equipment handling, use of caution signage and protective measures, supervision during startup and specialized tasks, and immediate escalation of any unusual facility condition. These preventative controls significantly reduce the risk of avoidable property damage while supporting professional service execution.

E. Incident Documentation and Accountability Systems

A Sharper Image utilizes a digital incident reporting workflow allowing employees or supervisors to immediately capture issue description, photographs, timestamps, facility identification, and corrective action notes.

This reporting system routes incidents directly to management for review, response assignment, customer communication, and final closure tracking. The objective of this system is to ensure that no property incident is handled informally, delayed, or lost through verbal communication alone.

Each incident remains documented until resolution is completed.

Under this contract, A Sharper Image will ensure that State property is protected during service delivery, unauthorized use of State assets is prohibited, any property damage is immediately reported and documented, and the Contractor assumes full accountability for issues caused by its personnel.

This structured approach minimizes facility risk and provides Purchasing Entities with confidence that any issue will be addressed promptly, professionally, and transparently.

EXAMPLE

A new incident has been reported.

Facility: {facility_name}

Type: {incident_type}

Severity: {severity}

Description:

{incident_description}

Reported By: {employee_name}

View Submission:

{submission_link}

Photos Attached.

2.8. SAFETY, SECURITY, AND COMPLIANCE REQUIREMENTS

- A. Provide a detailed description of how the proposed solution will meet or exceed the Safety, Security, and Compliance Requirements in Section 2.8 of the RFP. Include screen shots and other descriptive materials as appropriate.

Our safety, security, and compliance program is structured around written procedures, employee training, supervisory verification, and documented incident management.

A. Safety Program and Daily Safe Work Practices

Employees are trained on general workplace safety, safe lifting and movement, proper use of vacuums and floor equipment, slip and trip hazard prevention, hazard identification, PPE requirements, and emergency reporting expectations.

During active service, the following standard precautions are utilized: wet floor signage, caution markers, safe cord and equipment placement, controlled storage of chemicals, immediate cleanup of unusual hazards, and proper PPE use where task appropriate.

Safety practices are reinforced during new hire onboarding, field startup training, periodic refresher training, and inspections.

B. Chemical Safety and SDS Compliance

All chemicals utilized under this contract will be commercial-grade janitorial products handled in accordance with applicable OSHA and workplace safety standards.

We maintain chemical safety controls that include approved chemical lists, standardized dilution systems or ready-to-use products, proper labeling, SDS binder maintenance.

Safety Data Sheets are maintained and available upon request for all products used in customer facilities.

C. Security and Controlled Facility Access

A Sharper Image recognizes that many State facilities require heightened attention to security. We manage access control through the following procedures: employees are assigned only to approved facilities, keys, badges, alarm codes, and access credentials are issued and tracked, credentials are used only for assigned duties, and all access items are returned immediately upon reassignment or termination. Supervisory personnel maintain active oversight of credential assignment and facility access compliance.

D. Regulatory Compliance

We maintain compliance with all applicable Federal, State, and local laws, workplace regulations, and safety standards relevant to janitorial service operations. This includes ongoing review and adjustment of employee safety procedures, chemical handling policies, training requirements, and any contract-specific operational requirements necessary for a specific facility or department.

E. Incident Reporting and Corrective Response

A Sharper Image utilizes a structured incident reporting system to document and respond to employee injuries, facility hazards, customer safety concerns, security issues, chemical spills, or other compliance-related incidents.

When an incident occurs:

1. The issue is reported immediately,
2. Management is alerted,
3. Documentation and photographs are collected,
4. Immediate risk reduction steps are taken,
5. Corrective action is assigned,
6. And follow-up verification is completed.

All corrective actions remain documented until closure.

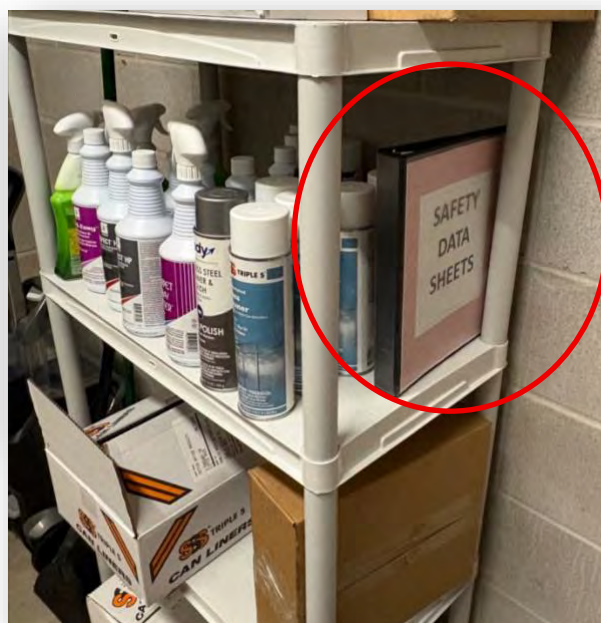
F. Personal Protective Equipment (PPE)

A Sharper Image provides task-appropriate PPE for all assigned janitorial personnel including gloves, eye protection, masks, and any additional items required based on chemical use or specialty service tasks. PPE usage expectations are reviewed during onboarding and reinforced through direct supervision.

G. Overall Risk Reduction Philosophy

These safety, security, and compliance controls are intended not only to protect our employees, but also to reduce operational liability, building disruption, customer exposure, and compliance risk for each State Entity. Safety and compliance are treated as daily operational functions.

EXAMPLE SDS BINDER



2.9. INSURANCE REQUIREMENTS

- A. Provide a detailed description of how the proposed solution will meet or exceed the Insurance Requirements in Section 2.9 of the RFP. Include screen shots and other descriptive materials as appropriate.

A Sharper Image shall maintain all insurance coverage required under the resulting contract and shall ensure such coverage remains active throughout the full term of service. Coverage shall include, at minimum, General Liability, Workers' Compensation, Automobile Liability, and any additional umbrella or excess liability coverage required by contract terms or participating entity needs.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

03/04/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Adelie Risk Advisors, LLC 6555 Longshore Street Suite 200 Dublin OH 43017		CONTACT NAME: Sahin Havic PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: sahin.havic@adelierriskadvisors.com	
INSURED Sharp Property Management Service, Inc. DBA A SHARPER IMAGE 4209 Bunker Hill Drive North Little Rock AR 72116		INSURER(S) AFFORDING COVERAGE INSURER A: Everspan Insurance Company INSURER B: BERKSHIRE HATHAWAY DIRECT INS CO INSURER C: State Farm Insurance INSURER D: INSURER E: INSURER F:	
		NAIC # 24961 10391 25178	

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS				
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:			CEG-00423496-00	3/9/2026	3/9/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PO/OP AGG \$ 2,000,000 \$				
	C	AUTOMOBILE LIABILITY ☐ ANY AUTO ☒ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						0124539-SFP-04	3/19/2026	3/19/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ 500,000 BODILY INJURY (Per accident) \$ 500,000 PROPERTY DAMAGE (Per accident) \$ 50,000 \$
		UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$ ☐									EACH OCCURRENCE \$ AGGREGATE \$ \$
		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	☐ Y ☒ N				N/A	N9WC092254	3/9/2026	3/9/2027	PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Insured Copy

CERTIFICATE HOLDER**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Sahin Havic

2.10. CRIMINAL BACKGROUND CHECK AND DRUG TESTING REQUIREMENTS

- A. Provide a detailed description of how the proposed solution will meet or exceed the Criminal Background Check and Drug Testing Requirements in Section 2.10 of the RFP. Include screen shots and other descriptive materials as appropriate.

All employees assigned to perform work under this state contract will be subject to pre-employment criminal background screening and drug testing prior to placement in any participating facility.

No employee will be independently assigned to a State or public entity location until all required screening procedures have been successfully completed and reviewed.

We use the Arkansas State Police for criminal background verification, and Concentra or an equivalent occupational testing provider for pre-employment drug screening.

Documentation of completed screening will be maintained within each employee's personnel file and can be made available for verification upon request, subject to applicable privacy and employment regulations.

A Sharper Image also recognizes that certain participating entities may require enhanced employee clearance standards due to sensitive public interaction, restricted operational areas, confidential records, or heightened building security. In such cases, the Contractor will comply with any additional background, credentialing, or access requirements established by the participating entity prior to assigning personnel.

This screening process is intended to ensure that only properly vetted and employment-qualified personnel are placed within State facilities.

2.11. TRAINING REQUIREMENTS

- A. Provide a proposed *Training Plan*. The proposed plan **must** meet or exceed the requirements set forth in Section 2.

A Sharper Image maintains a structured and standardized employee training program designed to ensure that all personnel understand not only how to perform janitorial tasks, but how to perform those tasks safely, consistently, and in accordance with facility-specific expectations.

Our training philosophy is based on the position that service consistency is created through repeatable employee development. All personnel are trained through a documented process consisting of onboarding instruction, facility-specific preparation, supervised field training, recurring refresher education, and performance-based retraining when needed.

A. Training Program Objectives

Our training plan is designed to ensure consistent service delivery across multiple facilities, proper understanding of janitorial task expectations, safe use of chemicals and equipment, professional conduct within State facilities, accurate completion of assigned scopes, and measurable accountability for employee performance.

B. Initial Onboarding Training

All newly hired employees complete structured onboarding training prior to independent field assignment.

Initial onboarding includes company policies and work expectations, basic janitorial procedures, restroom and surface sanitation standards, trash handling procedures, floor care basics, vacuum and equipment use, chemical handling and SDS awareness, PPE requirements, incident reporting, attendance expectations, and professional conduct within customer facilities.

This training is supported through our Training and New Hire Manual along with direct instruction from management or supervisory personnel. The purpose of onboarding is to ensure that each employee enters the field with a standard baseline of understanding before facility-specific training begins.

C. Facility-Specific Training

Following onboarding, employees receive direct training specific to the facility where they will be assigned.

Facility-specific instruction includes building layout and access, janitorial closet orientation, scope of work review, cleaning frequencies, identified priority areas, customer-specific expectations, and any restricted or sensitive operational procedures.

This stage ensures employees understand not only general cleaning methods, but the exact service expectations of the assigned Purchasing Entity.

D. Supervised Field Training

Before independent assignment, employees complete supervised on-site training under the direction of a Supervisor, Lead, or experienced trainer. Independent assignment does not occur until management determine that the employee can perform the assigned facility scope satisfactorily.

E. Role-Based and Task-Specific Training

Training depth varies based on employee responsibility. Cleaning Staff receive instruction focused on routine execution, quality expectations, safety, and consistency.

Leads and Supervisors receive additional instruction related to inspections, deficiency, documentation, customer communication, employee coaching, and corrective action management.

Personnel assigned to specialty floor care or restorative projects receive additional task-specific instruction on equipment and advanced procedures before assignment.

F. Ongoing Refresher Training and Continuous Reinforcement

Training does not end after startup. We continue recurring refresher and reinforcement training through periodic scheduled reviews, supervisor coaching, issue-specific retraining, updated procedure instruction, and quality-based employee reinforcement.

G. Performance-Based Retraining

When service issues are identified, we utilize targeted retraining rather than relying solely on verbal reminders. This process includes identification of the exact deficiency, direct coaching or demonstration, follow-up inspection, and verification that the issue has been corrected.

H. Training Records and Documentation

A Sharper Image maintains auditable records of employee training activity including employee name, training topics completed, date of completion, trainer or supervisor, and any assigned corrective retraining. Training records are maintained digitally and can be produced upon request for State verification.

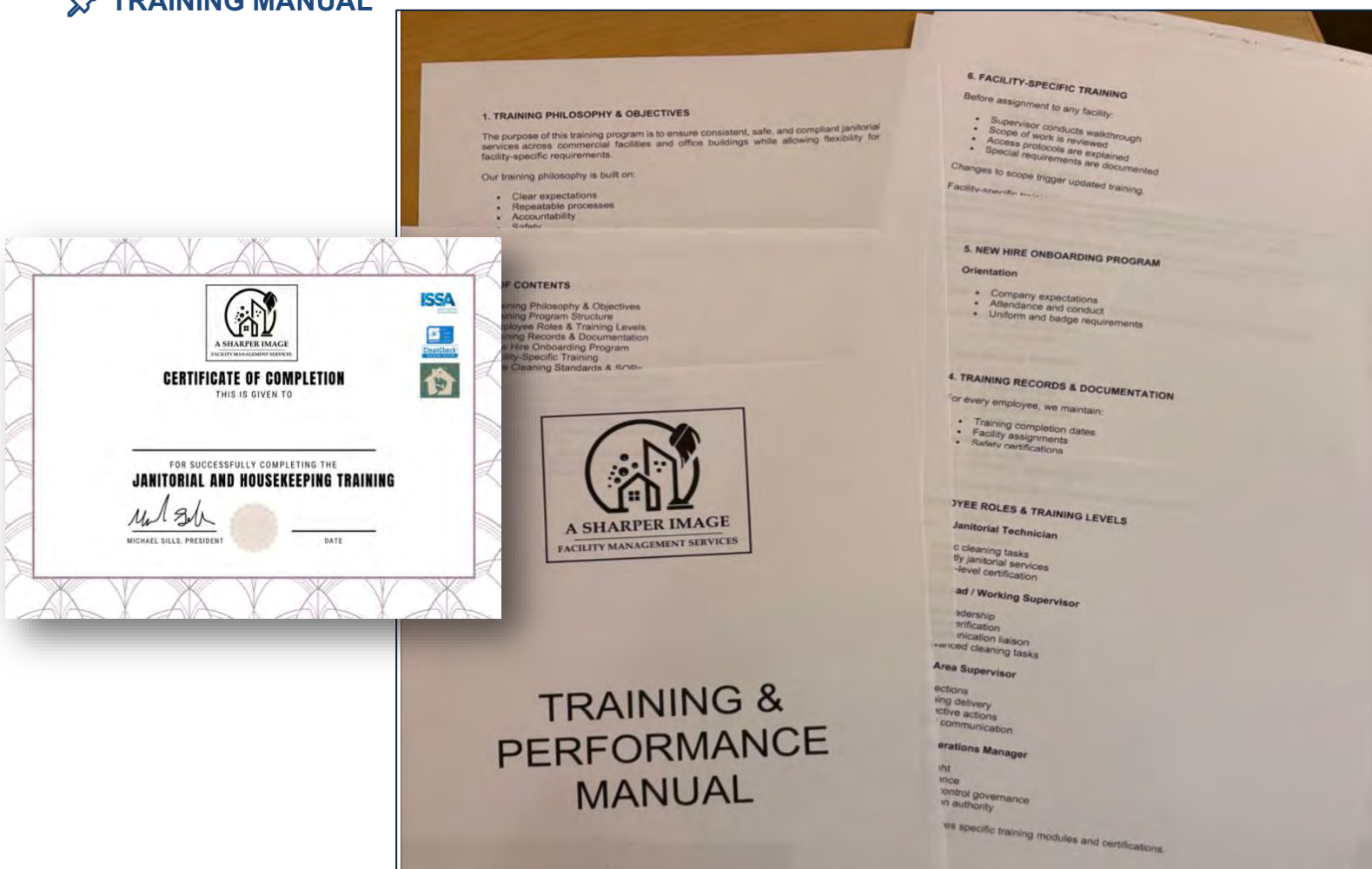
I. Training Delivery Methods

We utilize a blended training model that consists of written manuals, in-person instruction, hands-on demonstration, visual reference materials, janitorial closet checklists, and QR-based access to training support documents when appropriate. This blended model improves both employee understanding and long-term retention of procedures.

Our training system is designed to ensure that employees do not learn through trial and error but are developed through a structured and documented process to support long-term service consistency, safety, and accountability.

Training matrix exhibits, employee training flow charts, and sample visual training materials are included in the exhibits below.

TRAINING MANUAL



TRAINING MATRIX

Training Category	Cleaning Staff	Lead / Supervisor	Specialized Personnel	Frequency
New Hire Manual Training	✓			Upon Hire
Safety & PPE Training	✓	✓	✓	Quarterly
Chemical / SDS Training	✓	✓	✓	Annual
Facility Specific Training	✓	✓	✓	As Needed
Quality Control / Inspection Training	✓	✓	✓	Ongoing
Equipment Usage Training	✓	✓		Ongoing
Customer Communication Training	✓	✓	✓	Ongoing
Corrective Action / Retraining			✓	Ongoing

TRAINING VISUAL

Cleaning Technician Onboarding Quiz

Employee Name: _____

Date: _____

Score: _____ / 25

Passing Score: 80% (20 correct)

SECTION 1: General Cleaning Knowledge

1. What is the primary goal of professional cleaning?

- A. Make things look good
- B. Remove visible trash only
- C. Create a clean, sanitary, and safe environment
- D. Work as fast as possible

2. Which surface should be cleaned first in a room?

- A. Floors
- B. Trash cans
- C. High surfaces (desks, shelves, ledges)
- D. Door handles

3. Why should floors be cleaned last?

- A. They take the most time
- B. To avoid re-dirtying, them from dust and debris
- C. Clients care about them the most
- D. They dry faster

4. What does "cross-contamination" mean?

- A. Using too much chemical

13. Toilets should be cleaned:

- A. From the floor up
- B. From the cleanest area to the dirtiest
- C. Only on deep clean days
- D. With water only

14. After cleaning a restroom, what should you do last?

- A. Remove gloves and wash hands
- B. Mop again
- C. Spray air freshener
- D. Leave immediately

SECTION 4: Quality & Accountability

15. If you finish early, what should you do?

- A. Leave immediately
- B. Sit and wait
- C. Re-check your work and detail as needed
- D. Skip remaining tasks

16. If you notice something damaged at a client location, you should:

- A. Ignore it
- B. Try to fix it yourself
- C. Report it to your supervisor
- D. Ask the client directly

SECTION 2: Chemicals & Equipment

6. Why must chemicals always be diluted according to instructions?

- A. To save money
- B. To make them smell better
- C. For safety and effectiveness
- D. It doesn't matter

7. What should you do if a chemical bottle is not labeled?

- A. Smell it
- B. Test it on a small area
- C. Do not use it and report it
- D. Guess what it is

8. Which two chemicals should NEVER be mixed?

- A. Glass cleaner and water
- B. Degreaser and sanitizer
- C. Bleach and ammonia
- D. Floor cleaner and disinfectant

9. When should gloves be worn?

- A. Only in bathrooms
- B. Only when the client is present
- C. When handling chemicals or waste
- D. Never

10. What should you do if equipment is damaged or not working properly?

- A. Keep using it carefully
- B. Ignore it
- C. Report it immediately
- D. Throw it away

SECTION 5: Professionalism & Conduct

20. How should you represent the company on site?

- A. Casual and relaxed
- B. Professional, respectful, and reliable
- C. Silent at all times
- D. Only speak if asked

21. Personal phone use during cleaning should be:

- A. Allowed at all times
- B. Only for emergencies
- C. Frequent
- D. Used for music only

22. What should you do if a client or employee makes you uncomfortable?

- A. Ignore it
- B. Respond aggressively
- C. Report it to management
- D. Quit immediately

23. If you are unsure how to clean a surface, you should:

- A. Guess
- B. Skip it
- C. Ask a supervisor
- D. Use the strongest chemical

2.12. QUALITY CONTROL REQUIREMENTS

- A. Provide a proposed *Quality Control Plan*. The proposed plan **must** meet or exceed the requirements set forth in Section 2.12 of the RFP. Include screen shots and other descriptive materials as appropriate.

2.12 QUALITY CONTROL REQUIREMENTS

The Contractor **shall** provide a proposed *Quality Control Plan* during the Discussions phase.

The Contractor **shall** create a system for inspecting the facilities where the Janitorial Services are being performed.

The Contractor **shall** create a checklist for use during the inspection of the facility.

The checklist **must** be signed and dated to indicate the time the inspection was completed. The person who performed the Janitorial Services **shall not** be the one to do the inspection.

The signed and dated checklists **must** be kept on file with the Contractor, and a copy **must** be provided if requested by the State.

If an inspection reveals any deficiencies, a corrective action plan **must** be created to remedy any deficiencies.

A Sharper Image's Quality Control Program is designed to ensure that janitorial services performed under this statewide contract remain measurable, inspectable, correctable, and consistent across all participating entities.

We do not rely solely on customer complaints or occasional walkthrough feedback to determine service quality. Instead, janitorial performance is actively monitored through a structured inspection cycle supported by documented checklists, deficiency tracking, corrective action assignments, and follow-up verification. This quality assurance system creates accountability at both the field labor level and the management oversight level.

A. Scheduled Facility Inspection Program

We will perform routine inspections where janitorial services are being provided. Inspections are conducted by management personnel and are not completed by the same employee performing the routine janitorial work. This ensures independent quality verification. Specific inspection cycle cadence is based on facility size, complexity and service intensity.

B. Standardized Inspection Checklist System

We utilize documented inspection checklists designed to evaluate the core service areas of each facility, including but not limited to restroom cleanliness, trash removal, floor condition, dust and debris presence, surface disinfection, glass appearance, supply levels, and overall building presentation.

Checklists are dated, time-stamped, signed or digitally verified, and maintained digitally. Inspection forms may be customized by facility type or Purchasing Entity expectations while maintaining a standardized accountability format.

C. Deficiency Identification and Corrective Action Tracking

When an inspection identifies incomplete work, service issues or janitorial deficiencies, the issue is documented and entered the Contractor's corrective action process.

This process includes:

1. Documentation of the exact deficiency,
2. Assignment to the responsible employee or supervisor,

3. Corrective coaching or retraining,
4. Re-service if needed,
5. Follow-up verification to confirm closure.

This process ensures recurring issues can be tracked and operationally addressed.

D. Inspection Record Retention and Historical Review

All completed inspections are maintained on file within the Contractor's digital quality control system.

This allows us to review historical inspection performance, recurring building issues, employee-specific trends, unresolved deficiencies, and facilities requiring increased oversight. Inspection records can be provided to the State or participating entities upon request.

E. Startup Quality Intensification

We recognize that the first several weeks of any newly started account carry the highest risk for staffing inconsistency, missed tasks, or customer adjustment concerns.

For this reason, inspection activity is intentionally intensified during startup periods to ensure assigned employees are following scope correctly, supplies are properly stocked, customer expectations are being met, and any deficiencies are corrected immediately before becoming repeated habits. This startup-heavy inspection approach significantly improves long-term account stability.

F. Management Review and Continuous Improvement

Management reviews inspection outcomes to determine retraining needs, labor sufficiency, supervisor effectiveness, recurring customer concerns, and whether changes in staffing or procedures are required. This allows us to use inspection data as an active management tool rather than a passive filing exercise.

Our quality control philosophy is simple: janitorial quality must be routinely verified, documented, and corrected before service issues become normalized.

By maintaining scheduled inspections, documented accountability, and measurable corrective action procedures, A Sharper Image ensures that service consistency is actively managed rather than assumed.

Sample inspection checklists, supervisor review forms, and quality control exhibits are included in the following pages.

📌 EXAMPLE: CUSTOMER FACING FORM

**See something that needs attention?
Have feedback, compliments, or complaints?**

**Scan this QR code to
contact us.**



Available 24/7 for:

- Reporting cleaning issues
- Sharing feedback or compliments
- General questions and inquiries

Consistent. Reliable. Clean.




📌 EXAMPLE: INSPECTION CHECKLIST

Entrances

	Excellent	Satisfactory	Unsatisfactory
Initial overall impression?	☐	☐	☐
Are outside entrances clean and free of debris, trash and cigarette butts?	☐	☐	☐
Entrance door glass and handles, free of finger prints, smudges, etc?	☐	☐	☐

General Cleaning - Public Areas, Common Area, Lobby, Etc

	Excellent	Satisfactory	Unsatisfactory
Baseboards clean, free of dust and smudges?	☐	☐	☐
Hard Floors clean, shiny and project a positive image?	☐	☐	☐
Carpet and Floor Matting. Vacuumed and free of spots stains, etc?	☐	☐	☐
Corners and edges, are these areas cleaned and maintained?	☐	☐	☐
High dusting, wall decor and picture frames?	☐	☐	☐
High Dusting, blinds window sills and light fixtures	☐	☐	☐
High Dusting. Are areas being dusted appropriately? Any dust bunnies, spider webs, etc?	☐	☐	☐
Are windows and glass clean, free of smudges and fingerprints?	☐	☐	☐
Are trash cans clean, maintained and emptied on a consistent basis?	☐	☐	☐
Front Lobby/ Reception. Inspection of floors, baseboards, corners and furniture. Are these areas clean and prepared for visitors?	☐	☐	☐

SITE VISIT - INSPECTION LOG




INSPECTION REPORT BASIC

< ✨ 📄 🗑️ 📧 ⋮

 **Jotform** 10:28 AM
to me ▾

 **Jotform**

Site Visit

Building Name
3 Innwood Circle

Inspector/ Manager Name
Michael Sills

Visit Type:
Routine Inspection

Inspection Score
Satisfactory

Checklist of Areas Inspected

Lobby/ Entry Restrooms

Breakroom/ Kitchen

General Office Areas

Conference Rooms Hallway

Common Areas Carpet Floors

← Reply →

Thursday, April 23, 2026

Site Visit & Inspection Log

Building Name 3 Innwood Circle

Inspector/ Manager Name Michael Sills

Visit Type: Routine Inspection

Inspection Score Satisfactory

Checklist of Areas Inspected

Lobby/ Entry Restrooms Breakroom/ Kitchen

General Office Areas Conference Rooms

Hallways Common Areas Carpet Floors

Glass & Windows Janitorial Closet

Issues Found No

Corrective Actions/ What was done, what needs to be done?
Building looks good. No major issues.
Will discuss with cleaner, but need to vacuum a little more thoroughly in office 225

INSPECTION REPORT DETAILED

Offices & Executive Suites

Initial overall impression?	Excellent
Cubicles, counters, desks and ledges. Are these areas free of dust, dirt and soil?	Excellent
Are floors clean and well-maintained?	Excellent
Are trash cans emptied, cleaned and outside can clean and free of soils?	Excellent
Trash cans, are new liners replaced after each trash dump?	Excellent
High Dusting, are office areas being dusted appropriately and on a consistent basis?	Excellent

Janitorial Closet/ Stock Room

Is closet well-stocked, organized and clean?	Satisfactory
Are SDS available and easy to find?	Excellent
Daytime staff, are employees professional, uniformed and presentable?	Excellent

Co-working Space (if applicable)

Counters, desks and cubicles clean and free of smudges, dirt and dust?	Excellent
Floors and counters clean and hygienic?	Excellent
Are trash cans clean and maintained and emptied on a consistent basis?	Excellent

Breakrooms & Kitchen Areas

Are floors clean, free of soil and debris?	Satisfactory
--	--------------

Are floors and grout clean, odor free and hygienic?	Excellent
Are dispensers clean and filled appropriately with soap, paper and can liners?	Excellent
Are trashcans clean and well-maintained?	Excellent
Stainless Steel dispensers, kick plates, etc. Is Stainless clean, polished and in good condition?	Excellent

Miscellaneous

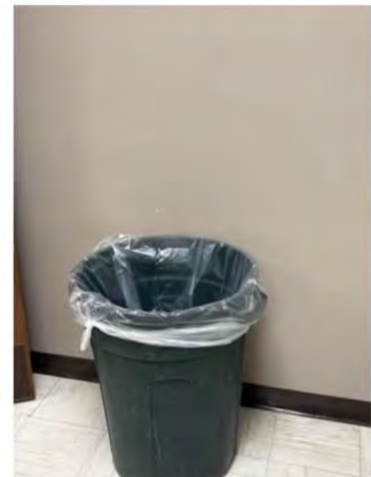
Stairwells - Check Stairs, Risers, Landings, Railing and corners	Satisfactory
Elevators - Stainless steel doors, floors and crevices clean and in good condition?	Satisfactory
Locker Rooms - lockers, showers and prep areas clean and in good condition?	N/A

Action items

Items that need corrective action

Overall building is in clean and hygienic condition. A couple notes and will be reinforced with night cleaning crew.

Need to be sure to clean and maintain the wall behind breakroom trashcans. There are some splashes and food debris on the wall.



Handwritten signature

2.12. COMMUNICATION AND RESPONSE REQUIREMENTS

- A. Provide a proposed *Communication and Response Plan*. The proposed plan **must** meet or exceed the requirements set forth in Section 2.13 of the RFP. Include screen shots and other descriptive materials as appropriate.

2.13 COMMUNICATION AND RESPONSE REQUIREMENTS

The Contractor **shall** provide a proposed *Communication and Response Plan* during the Discussions phase.

The *Communication and Response Plan* **must** include, but not be limited to, the following: Establish the most effective system for the Account Manager to communicate with the Purchasing Entity's designee including but not limited to: What is the relevant information to be communicated.

- What the frequency of communication should be.
- How to troubleshoot for any issues that arise from either party.
- Establish a system and protocols for any emergency situations that arise from either party.
- Establish a system and protocols for assessing performance of the individuals who are providing the Janitorial Services.
- Identify the reporting requirements including but not limited to: What data needs to be reported.
- Is there a need for multiple reports.
- What the reporting format should be.
- What will be the method of sharing reports with the State.
- What the frequency of reports should be.
- Establish a system and protocols for client complaints and a way to troubleshoot solutions including defining procedures to escalate.
- Establish a system and protocols for making changes to any policies, training guidelines, cleaning methods, entity-specific requirements, and any other topic that needs to be addressed and/or revised.
- Establish a system and protocols for events involving inclement weather, force majeure, or any natural disaster that may disrupt the continuity of the Janitorial Services being provided.

A Sharper Image's Communication and Response Plan is designed to ensure that each Purchasing Entity receives clear points of contact, predictable communication frequency, documented issue response, transparent reporting, and defined escalation procedures throughout the full term of janitorial services.

Because statewide janitorial services involve multiple facilities, varying service frequencies, and differing operational expectations, communication must be intentional, structured, and documented rather than informal or reactive.

A. Dedicated Account Management Structure

The designated contact serves as the primary communication bridge between the State Entity and our field operations team. This contact will be responsible for service coordination, scheduling, inspection follow-up, issue response and general account oversight.

B. Communication Frequency and Service Touchpoints

Communication will be adjusted based on facility size, startup stage, and operational needs. During the Startup Period (First 30–60 Days), weekly communication, review of startup concerns, staffing, supplies, and service adjustments will occur. As part of ongoing operations, Monthly check-ins will be the standard. We can increase frequency for larger or more complex accounts.

In instances of incident response, complaint response, service disruptions or staffing concerns, communication will be immediate and on-going until the issue has been resolved. This communication structure ensures that Purchasing Entities are not left waiting for problems to accumulate.

C. Troubleshooting and Issue Resolution Protocol

When service issues or concerns arise, the Contractor utilizes a structured troubleshooting path:

1. Issue is identified and documented.
2. Supervisor or Account Manager is notified.
3. Root cause is evaluated.
4. Corrective action is assigned.
5. Follow-up verification is completed.
6. Purchasing Entity receives closure communication as appropriate.

This process ensures issues are managed through an accountable resolution path rather than informal verbal acknowledgment alone.

D. Emergency Communication and Service Disruption Protocols

We maintain direct communication procedures for emergency or time-sensitive events including employee injury, building safety incidents, major service interruptions, severe weather disruptions, security issues, or unexpected facility access concerns.

In such cases the State facility contact is notified immediately, management escalation occurs internally, staffing or resource adjustments are deployed, and follow-up communication continues until conditions are stabilized. Immediate acknowledgment and active management visibility are our minimum response expectations during emergency situations.

E. Employee Performance Assessment and Field Accountability

A Sharper Image maintains ongoing assessment of janitorial personnel through inspections, checklist reviews, customer feedback, deficiency frequency, and corrective action tracking.

This allows management to determine whether employees are performing to standard, whether retraining is required, whether labor assignments are sufficient, and whether reassignment or escalation is necessary. Employee performance is therefore measured through documented operational data rather than assumption.

F. Reporting Requirements and Data Visibility

We will provide structured reporting to participating entities as appropriate.

Reports may be distributed through PDF email reports, shared digital folders, or other mutually agreed electronic methods. Standard reporting frequency will generally consist of monthly recurring reporting, immediate event-based reporting for incidents, and additional reporting upon request.

This should provide State entities with ongoing visibility into janitorial performance.

G. Client Complaint Management and Escalation

Customer complaints are treated as formal priority events requiring documentation, review, and closure.

Complaint workflow consists of:

1. Complaint received,
2. Complaint documented,
3. Supervisor or manager assigned,
4. Root cause determined,
5. Corrective action implemented,
6. Resolution confirmed,
7. Preventative measures reviewed if recurring.

H. Policy, Procedure, and Scope Change Communication

We recognize that facility needs, service expectations, cleaning methods, and customer procedures may evolve over time. When operational changes occur, we will communicate changes to cleaning team, update facility-specific instructions, provide retraining if necessary, and confirm implementation through follow up and inspections.

I. Inclement Weather and Continuity of Service Planning

We maintain a structured approach to ensure services during inclement weather and natural disasters.

Our official inclement weather policy:

“The safety of our employees and the continuity of service for our clients come first. During periods of inclement weather (such as snow, ice, severe storms, or flooding), service schedules may be delayed, modified, or temporarily suspended if travel or facility access is unsafe. In some cases, we may plan ahead and adjust service timing prior to an incoming weather event. We will make reasonable efforts to notify clients of any schedule changes as soon as possible.

On certain weather-impacted service days, we may perform a “basics-only” cleaning to maintain health and usability of the space. This includes essential tasks such as trash removal, restroom cleaning, and addressing obvious dirt and grime. More detailed or nonessential cleaning tasks may be deferred and completed on the next available working day. Make-up services are not guaranteed during widespread weather events, but we will always work in good faith to keep facilities clean, safe and operational.”

We monitor weather and external conditions proactively and communicate anticipated disruptions in advance when possible as well as adjust staffing or schedules as needed. We resume services as soon as conditions allow and address any backlog or missed services.

Our Communication and Response Plan ensures that communication is clear, consistent, and accountable and issues are identified, documented, and resolved quickly and effectively. We believe this structured and proactive approach supports strong working relationships and ensures reliable service delivery across all participating entities.

2.13. MARKETING PLAN REQUIREMENTS

- A. Provide a proposed *Marketing Plan*. The proposed plan **must** meet or exceed the requirements set forth in Section 2.14 of the RFP. Include screen shots and other descriptive materials as appropriate.

Our Marketing Plan will focus on contract education, accessibility and direct engagement to ensure that all eligible State agencies are aware of and understand how to use the statewide janitorial contract.

We will utilize a combination of digital marketing, direct outreach, and in-person engagement to ensure awareness of the contract.

1. Dedicated Website Page

We will develop and maintain a dedicated webpage specifically for the statewide janitorial contract. This page will serve as a centralized resource for public entities and will include:

- Overview of services available under the contract
- Eligible entities and usage guidelines
- Instructions for initiating services
- Contact information for direct support
- Frequently asked questions
- This ensures that any agency can quickly access accurate and relevant information.

www.asharperimage.net

CALL US 501-232-1668

A SHARPER IMAGE

HOME ABOUT COMMERCIAL SERVICES RESIDENTIAL More

Arkansas State Janitorial Contract Services

Approved janitorial and facility support services for Arkansas state-managed buildings, divisions, and agencies.

A Sharper Image is proud to serve as an approved provider for Arkansas state janitorial services. We help state facilities maintain clean, professional, and well-managed environments through dependable service, structured oversight, and responsive local support. Whether your division needs routine janitorial service, floor care, restroom support, disinfection, or additional facility services, our team is ready to help.

[Schedule A Walkthrough >](#)

[Request State Contract Information >](#)

15+ Years of Experience | 98% Client Retention | 1M+ Sq Ft Cleaned | 501 Proudly Locally Owned & Operated

PROCESS/ HOW IT WORKS

How We Get Started

Step 1
Walkthrough & Facility Review
We visit the site, review the scope, discuss current challenges, and learn the needs of your facility.

Step 2
Service Plan & Contract Alignment
We align services, frequencies, and expectations with the state contract structure and your facility requirements.

Step 3
Startup & Ongoing Oversight
We launch service with clear expectations, ongoing management, and regular follow-up.

A dedicated statewide contract webpage can be activated immediately upon contract award.

Access | SEO basics | Advanced SEO | Social share

SEO Setup Checklist

Boost your site's SEO & GEO with the SEO Setup Checklist. Follow your step-by-step plan.

[Go to SEO Setup Checklist](#)

Preview on Google

Arkansas State Janitorial Contract | A Sharper ...
<https://www.asharperimage.net/commercial-cleaning/arkansassta...>
A Sharper Image is an approved Arkansas state janitorial contract provider offering dependable cleaning, floor care, and facility support

Parent page (site hierarchy)

COMMERCIAL SERVICES

URL slug (last part of the page's URL)

... / commercial-clea... / arkansasstatejanitorialco...

[Go to URL](#)

Title tag (title in search results)

Arkansas State Janitorial Contract | A Sharper Image

2. Email Marketing

We will conduct targeted email outreach to relevant public-sector contacts, including:

- Facilities managers
- Procurement officials
- Administrative staff

Email communications will focus on:

- Introducing the statewide contract
- Explaining available services
- Providing clear next steps for engagement

Email campaigns will be structured and periodic, ensuring consistent visibility without overcommunication. We plan to use MailChimp and will have an option to “opt out” and unsubscribe.

Sample Statewide Contract Email Outreach Campaign

The graphic is a draft email outreach campaign for A Sharper Image. It features the company logo, the Arkansas Department of Transportation seal, and a photograph of a modern office hallway. The main headline reads: 'WE ARE PROUD TO ANNOUNCE A Sharper Image is an Approved Provider for the Arkansas State Janitorial Contract'. Below this, it states: 'Now available to support state-managed facilities and divisions across Arkansas. Our contract allows state agencies to access professional janitorial services backed by consistency, accountability, and responsive local management.' A large red 'DRAFT' watermark is overlaid diagonally. The section 'Built on Standards. Focused on Results' lists four key benefits: Consistent Performance, Accountability, Trusted Professionals, and Local Management. The bottom section includes a call to action: 'HERE TO SUPPORT YOUR DIVISION' and 'LET'S SCHEDULE A WALKTHROUGH' with a 'SCHEDULE A WALKTHROUGH' button.

A SHARPER IMAGE
FACILITY MANAGEMENT SERVICES

ARKANSAS DEPARTMENT OF TRANSPORTATION
ADMINISTRATIVE SERVICES

WE ARE PROUD TO ANNOUNCE

A Sharper Image is an Approved Provider for the Arkansas State Janitorial Contract

Now available to support state-managed facilities and divisions across Arkansas.

Our contract allows state agencies to access professional janitorial services backed by consistency, accountability, and responsive local management.

Built on Standards. Focused on Results

We understand the expectations of state facilities. Our approach is designed to deliver clean, safe, and well-maintained environments every day.

Consistent Performance
Structured cleaning programs and regular inspections.

Accountability
QR-based reporting and issue resolution you can depend on.

Trusted Professionals
Reliable, uniformed teams you can count on.

Local Management
Responsive support from a local team that understands your needs.

HERE TO SUPPORT YOUR DIVISION
Whether you need routine janitorial services, floor care, disinfection, or day porter support, we are ready to help.

Let's work together to keep your facilities looking their best.

LET'S SCHEDULE A WALKTHROUGH
We would welcome the opportunity to visit your facility, learn more about your needs, and show you the A Sharper Image difference.

SCHEDULE A WALKTHROUGH

3. Telemarketing & Phone Prospecting

The Contractor will utilize trained inside sales representatives to support outbound phone outreach. This allows for consistent, statewide outreach while maintaining efficiency and scalability.

These calls will:

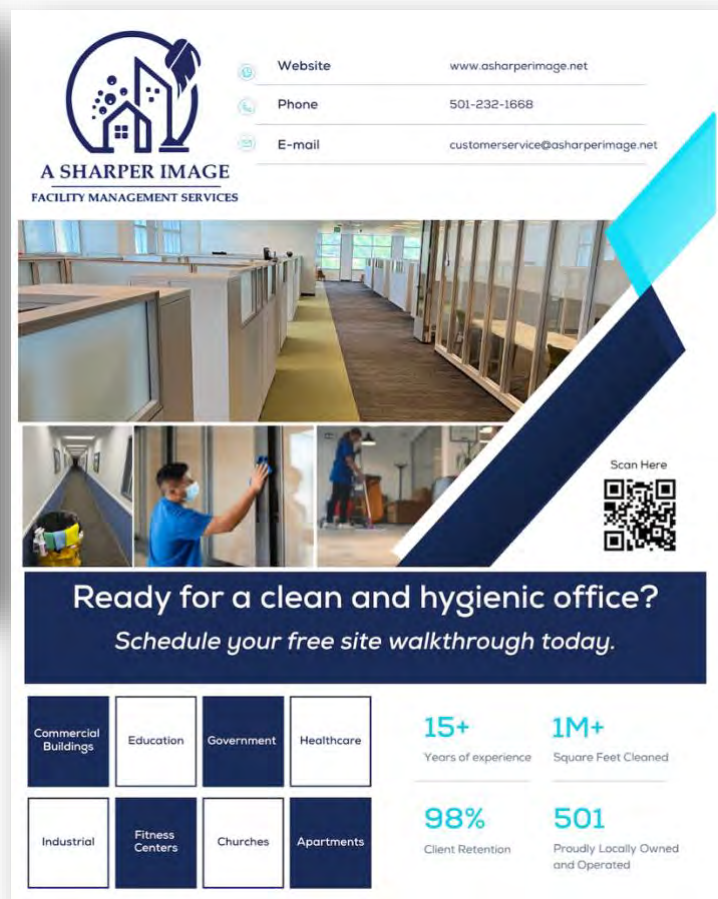
- Confirm awareness of the contract
- Identify appropriate decision-makers
- Provide a brief overview of services
- Offer to send follow-up information or schedule a discussion

4. Marketing and Sales Flyers

We will develop professional, procurement-appropriate flyers that clearly communicate:

- Scope of services available
- Contract participation eligibility
- Contact information
- Steps to initiate service

These materials will be used in both digital and in-person outreach.



Outreach by Entity Type

1. School Districts

A Sharper Image will engage school districts through:

- Direct outreach to facilities directors and administrators
- Participation in relevant industry associations such as the Arkansas School Plant Managers Association (ASPMA)
- Distribution of tailored marketing materials addressing school-specific needs (high traffic, sanitation, scheduling flexibility)

This approach ensures that school districts understand both the availability and applicability of services under the contract.

2. Cities and Counties

Outreach to municipalities will include:

- Direct communication with city managers, county officials, and facilities personnel
- In-person visits when appropriate to introduce the program
- Follow-up materials explaining contract usage and benefits

We will focus on building relationships and positioning the contract as a simple and effective solution for facility maintenance needs.

3. Universities and Colleges

We will target higher education institutions through:

- Outreach to facilities management departments
- Engagement with procurement teams
- Emphasis on multi-building coordination, reporting capabilities, and quality control systems

4. Other Public Entities

We will engage additional public entities, including:

- State agencies
- Boards and commissions
- Public offices

Marketing outreach will include direct contact, informational materials, and participation in relevant procurement or networking events.

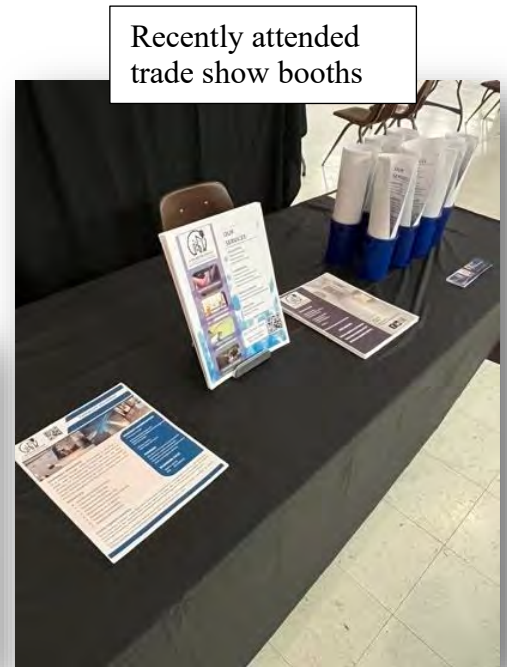
D. Trade Shows and Industry Engagement

We will participate in relevant industry events and associations to increase visibility and engagement, including:

- Arkansas School Plant Managers Association
- Arkansas State Park Annual Conference
- Regional facilities and procurement conferences
- Appropriate vendor tradeshow and conferences

These events provide opportunities to:

- Educate potential users about the contract
- Distribute materials
- Establish direct relationships



Recently attended trade show booths

E. In-Person Outreach and Relationship Development

In addition to digital and phone outreach, we will conduct on-site sales calls when appropriate to:

- Introduce the contract to facilities and procurement personnel
- Provide printed materials
- Answer questions and explain service capabilities

This direct approach should help build trust and increases exposure and adoption of the contract

F. Ongoing Visibility and Contract Support

Our marketing and sales efforts will continue throughout each year. Ongoing efforts will include:

- Periodic follow-up communications
- Continued email outreach
- Availability for walkthroughs and consultations
- Rapid response to inquiries

The goal is to ensure the contract remains visible, accessible, and actively utilized.

G. Marketing Summary

Our marketing plan will ensure that all eligible entities are made aware of the contract, educated on how to use it and fully supported throughout the process. By combining digital, phone, direct outreach, industry engagement, and relationship development, we can ensure consistent visibility and accessibility across the State.

PROJECT TIMELINE

We have the operational ability to recruit, staff, train, and begin janitorial services within a relatively short timeframe when needed. In normal commercial settings, we have mobilized and started new accounts in as little as one week when customer urgency required it.

In a traditional account startup, square footage, staffing hours, service frequency, and building location are known on the front end, this state contract currently provides no exact picture of actual participating volume. Until participating entities begin electing to the program, all staffing models, recruiting projections, supervisor deployment, and startup timelines are somewhat hypothetical and assumption based.

There is a significant operational difference between starting a few regional state offices and several dozen mixed-size facilities or attempting to onboard a large statewide wave of buildings in multiple labor markets at the same time. The latter would require a very different recruiting pace, management structure, training load, equipment deployment schedule, and startup oversight plan. Exact startup commitments at this phase are hypothetical until real participation begins to take shape.

We can state with confidence that we are fully capable of starting and managing new accounts, but for the long-term success and entity acceptance of a statewide contract, we would recommend a controlled phased rollout rather than a rushed simultaneous startup of an unknown number of facilities. Trying to flip on every possible location at one time would create unnecessary risk in staffing stability, training consistency and quality control. Our recommendation is a structured mobilization plan that allows awarded facilities to be onboarded in waves, staffed correctly, inspected heavily during startup, and stabilized before the next large wave of onboarding begins.

A. Janitorial Services Timeline

PRE-START MOBILIZATION PERIOD

Once a participating entity elects to begin service under the statewide contract, we anticipate a normal pre-start period of two to four weeks.

During this 2–4-week period; the following will occur:

- Staffing needs identified and labor hours built
- Employees recruited or reassigned
- Criminal background checks and drug screens completed
- Employee onboarding and training completed
- Facility-specific scope reviewed
- Cleaning supplies, chemicals, and equipment ordered and staged
- Building access and scheduling finalized

At the conclusion of this mobilization window, our team will be prepared to begin cleaning services.

WEEK 1 OF SERVICE STARTUP

- During the first week of services, the following will occur:
- All scheduled labor personnel are in place
- Janitorial closets and supplies are fully stocked
- Site-specific expectations are reinforced
- Area Supervisor remains directly involved
- Startup inspections are performed
- Immediate service deficiencies are corrected in real time.

The focus of Week 1 is establishing a clean, organized, and controlled service routine.

FIRST 30 DAYS OF SERVICE

- The first thirty days of new accounts we use as the stabilization phase.
- During this period, the Contractor will:
- Perform increased supervisor inspection frequency
- Maintain regular communication with the entity designee
- Track and document any deficiencies or service adjustments
- Retrain employees where needed,
- Adjust labor assignments if operationally necessary,
- Verify that the facility has transitioned into a stable recurring cleaning rhythm.

During this period the account settles into consistent and reliable performance.

WITHIN THE FIRST 90 DAYS

By the ninety-day mark, we expect the account to have moved from startup mode into fully managed recurring service.

At this point:

- Staffing should be stable
- Inspection schedules normalized
- Customer communication cadence established
- Corrective action trends identified
- Specific building trends and supply usage identified
- Facility operating under normal quality control reporting and accountability procedures

Any startup inefficiencies, labor changes, or process corrections should be fully addressed during this first ninety-day period.

A Sharper Image can mobilize and start accounts quickly, but we believe the smarter and more sustainable approach is to build startup timelines around real participating volume and actual facility needs rather than unrealistic blanket promises.



2-4 WEEKS PRE-START MOBILIZATION

We prepare everything needed for a successful start.

- ✓ Staffing needs identified and labor hours built
- ✓ Employees recruited or reassigned
- ✓ Background checks and drug screens completed
- ✓ Employee onboarding and training completed
- ✓ Facility-specific scope reviewed
- ✓ Account Manager and Area Supervisor assigned
- ✓ Supplies, chemicals, and equipment staged
- ✓ Building access and scheduling finalized



WEEK 1 SERVICE STARTUP

The focus is to start correctly from day one.

- ✓ All scheduled labor personnel are in place
- ✓ Janitorial closets and supplies are fully stocked
- ✓ Site-specific expectations are reinforced
- ✓ Area Supervisor remains directly involved
- ✓ Startup inspections are performed
- ✓ Any immediate service deficiencies are corrected



FIRST 30 DAYS STABILIZATION PHASE

We build consistency and stabilize performance.

- ✓ Increased supervisor inspection frequency
- ✓ Regular communication with entity designee
- ✓ Track and document deficiencies and service adjustments
- ✓ Retrain employees where needed
- ✓ Adjust labor assignments if necessary
- ✓ Verify facility has transitioned into a stable, recurring cleaning rhythm



WITHIN 90 DAYS FULLY MANAGED SERVICE

The account moves from startup to fully managed operations.

- ✓ Staffing is stable
- ✓ Supervisor inspection schedules are normalized
- ✓ Customer communication cadence is established
- ✓ Corrective action trends identified
- ✓ Facility operating under normal quality control and reporting
- ✓ Any startup inefficiencies or labor changes are fully addressed

B. Expected Contract Adoption Reality

We also recognize that even after award, this contract is unlikely to produce one single massive overnight startup. Public facilities will most likely onboard in phases based on expiration of existing janitorial agreements, internal approvals and budgeting as well as dissatisfaction with current providers.

Based on these assumptions and general industry expertise, we would expect some participating entities to begin within the first 30 to 60 days and then followed by ongoing monthly onboarding activity thereafter. This sort of staggered adoption aligns well with a phased mobilization strategy and gives us the ability to continue scaling responsibly without sacrificing service quality.

C. Marketing Timeline

From a marketing and awareness standpoint, our outreach efforts can begin almost immediately once the statewide contract is officially announced.

Within 6 Hours of Award Confirmation

- Statewide contract landing page published on company website,
- Digital informational materials active

While new pages may take several days to fully index in Google, all direct-access information would be available immediately for participating entities to review.

Within 10 Business Days

Our full outbound awareness campaign would be in motion, including:

- Statewide contract sales flyers,
- Email marketing to public entities,
- Telephone prospecting and appointment setting,
- Introductory outreach to known purchasing contacts,
- Digital announcement campaigns.

Ongoing 30–180 Days

Additional contract awareness efforts would continue through:

- In-person visits,
- Attendance at municipal and educational conferences and trade shows
- Networking opportunities,
- Ongoing follow-up campaigns to agencies, schools, counties, and divisions.

D. Timeline Success

Due to the unknown size and timing of actual participating entities, any exact startup schedule is somewhat hypothetical and because of that, the smartest operational path is a controlled rollout built around communication and coordination between our team and the specific State entity. Ultimately, startup success on a contract like this should be measured on whether the buildings are staffed, trained and supervised correctly and stable after startup.

RISK MANAGEMENT PLAN

A Risk Management Plan is intended to mitigate risks associated with providing services to the State under a resulting contract. This plan should include, but is not meant to limit, the risks identified in the Risk Plan submitted in the Prospective Contractor's *Technical Proposal Packet*. In this plan, the Prospective Contractor should also include a plan to minimize the identified risk as well as the solution to manage the risk. There is no page limit for this section.

Risk Description:	Workforce Availability in Rural Areas		
Plan to Minimize:	Staffing availability in rural or geographically remote areas can present challenges due to limited labor pools, longer commute distances, and reduced workforce density. We manage this risk through a regional staffing model, cross-trained personnel, and proactive recruitment pipelines in secondary markets. We also maintain backup coverage plans, flexible scheduling options, and localized recruiting partnerships to ensure service continuity even in low-density regions.		
Solution:	Utilize our proven method through staffing locally and regionally while using cross-trained cleaners and proactive recruitment		
Impact to Cost:	None	Impact to Days:	None

Risk Description:	High Workforce Turnover Common in the Janitorial Industry The commercial janitorial industry is widely recognized for exceptionally high employee turnover, often exceeding 200% annually, driven by inconsistent schedules, weak supervision, and limited career pathways.		
Plan to Minimize:	Our operating model directly addresses this risk through improved company culture, structured supervision, and accountability systems.		
Solution:	As a result of these operational controls, our company maintains annual employee turnover below 5%, which is substantially lower than industry norms. This workforce stability produces measurable benefits, including Greater consistency in cleaning quality, Reduced onboarding and retraining disruptions, Improved security and key control compliance, Stronger familiarity with facility layouts and needs, and Fewer service complaints.		
Impact to Cost:	None	Impact to Days:	None

Risk Description:	Pricing Viability if a Day Porter Is Required. Pricing submitted on a per-square-foot basis is optimized for standard after-hours janitorial services. Facilities that require full-time or part-time day porter services introduce materially different labor economics, including higher wage rates, extended coverage hours, and increased supervisory oversight.		
Plan to Minimize:	We mitigate this risk by clearly separating day porter services from base janitorial pricing and structuring them as add-on or special circumstance services during the discussions phase		
Solution:	Day porter staffing models are developed based on the specific facility needs and requirements.		
Impact to Cost:	Moderate	Impact to Days:	None

Risk Description:	Variability in Facility Scope, Layout, and Service Expectations		
Plan to Minimize:	Facilities across State and public entities vary widely in size, usage, and operational demands. We manage this risk by establishing specific scopes of work, service schedules, and performance standards during onboarding.		
Solution:	Specific scope of work in addition to add-on janitorial services should mitigate any issues.		
Impact to Cost:	Minimal	Impact to Days:	None

Risk Description:	Inconsistent Service across multiple locations.		
Plan to Minimize:	Standardized training and cleaning procedures across locations.		
Solution:	Centralized training and onboarding		
Impact to Cost:	None	Impact to Days:	None

Risk Description:	Communication Gaps Between Contractor and State Entities. Miscommunication or lack of communication can lead to unmet expectations, unresolved issues, or dissatisfaction.		
Plan to Minimize:	Dedicated primary point of contact and establish a defined communication frequency (weekly/ monthly/ etc based on site)		
Solution:	Point of contact is established (Michael) and consistent communication.		
Impact to Cost:	None	Impact to Days:	None

Risk Description:	Supply Chain Disruptions (Chemicals, Consumables, Equipment) leading to delays or shortages in cleaning supplies or equipment impacting service delivery.		
Plan to Minimize:	Maintain multiple supplier relationships and adjust purchasing proactively.		
Solution:	Keep appropriate levels of inventory on-site at facility and use standardized products. Substitute equivalent quality products when necessary		
Impact to Cost:	None	Impact to Days:	None

FINANCIAL SUMMARY

The Financial Summary should include a full cost breakdown of the pricing submitted in the Prospective Contractor's proposal, including unit costs of services (i.e., hourly, monthly, milestones) and estimated hours for each milestone, deliverable, task, and activity.

The Discussions Kick Off meeting will include a negotiation of the Prospective Contractor's pricing on the resulting contract, as well as the Recommended Options submitted in the Prospective Contractor's proposal.

Pricing submitted under this contract is based on scalable labor, standardized chemical programs, supervisor oversight, and administrative support designed to maintain both service reliability and long-term financial sustainability. As part of normal business practice, we invoice at the end of each service month and on net 30 terms.

Current state invoices are paid through an ACH system, but we also accept P-cards, credit cards, or paper checks.

RFP PRICING SPREADSHEET

Table 1: Janitorial Services - to be used for the low-cost determination					
Description (Services from the RFP Section 2.5)	Estimated Square Footage	Estimated # of Times Per Year	Per Month	Square Foot Cost	Estimated Annual Cost Per Square Foot
Sweeping	250,313	260	12	\$ 0.01	\$ 28,368.67
Mopping	250,313	260	12	\$ 0.01	\$ 28,368.67
Changing trash can liners	250,313	260	12	\$ 0.01	\$ 28,368.67
Trash disposal	250,313	260	12	\$ 0.01	\$ 28,368.67
Spot vacuuming	250,313	260	12	\$ 0.01	\$ 28,368.67
Wiping down surfaces	250,313	260	12	\$ 0.01	\$ 28,368.67
Indoor window washing and basic cleaning around windows	250,313	260	12	\$ 0.01	\$ 28,368.67
Stairwell and breezeway/entryway basic cleaning and sweeping	250,313	260	12	\$ 0.01	\$ 28,368.67
Restocking supplies	250,313	260	12	\$ 0.01	\$ 28,368.67
Total Estimated Annual Cost					\$ 255,318.06
Total Estimated Seven (7) Year Cost					\$ 1,787,226.41

.09/ sq ft for basic janitorial services.

Not-to-Exceed Pricing Statement

Our submitted pricing of \$0.09 per square foot represents a not-to-exceed price for standard recurring janitorial services under routine office, administrative, and general cleaning conditions.

Actual pricing proposed to individual Participating Entities may be equal to or less than this amount depending upon facility size, service frequency, building usage, staffing requirements, and scope complexity; however, facilities requiring non-routine labor, specialty cleaning, extended occupancy support, or atypical service conditions may be subject to separately quoted add-on janitorial services and additional recommended services as authorized under this Contract.

Day Porter Services / Occupied Building Support Clarification

Day Porter services are available under this Contract as a recommended optional service and may be negotiated with Participating Entities at the time individual service requirements are established.

Because statewide facilities vary significantly in public traffic, restroom usage, meeting volume, building expectations, and occupied-hours cleaning needs, full-time or part-time Day Porter staffing shall not be presumed as automatically included within the standard base square foot pricing unless specifically identified during scope review.

In certain facilities and environments, A Sharper Image may determine that Day Porter services will be included within the base janitorial pricing structure where facility conditions reasonably allow.

Day Porter services included within base pricing or quoted separately shall be made upon review of each State Entity's:

- Building usage
- Public traffic volume
- Service expectations
- Hours of operation
- Restroom/common area demand
- Overall occupied-hours custodial requirements

Custodial Supplies and Building Consumables Clarification

As part of this Contract, A Sharper Image shall furnish all standard cleaning supplies necessary to perform recurring janitorial services, including but not limited to cleaning chemicals, disinfectants, floor care solutions, microfiber products, mops, buckets, vacuums, floor machines, restroom cleaning tools, janitor carts, and ordinary janitorial equipment required for service performance.

Consumable inventory items including restroom tissue, paper towels, hand soap, sanitary liners, and trash can liners, may in certain instances also be provided by A Sharper Image where facility size, usage, stocking volume, and Participating Entity expectations reasonably allow and identified during individual facility discussion.

However, due to substantial statewide variability in occupant counts, public traffic, restroom usage frequency, dispenser systems, and supply consumption rates, consumable inventory shall not be presumed as universally included within the standard base square foot price for every Participating Entity facility.

Final determination regarding consumable inclusion shall be based upon each Participating Entity's:

- Building occupancy
- Restroom Traffic and demand
- Dispenser configuration
- Historical monthly usage patterns

4.4 CONVENIENCE FEE

We acknowledge and accept the 1% convenience fee and associated sales reports of all Contract Sales made to State, Departments, and to local entities as defined in Arkansas Code Annotated § 19-11-206.

Please provide the agency contact person(s) and appropriate ACH information to submit this information on a quarterly basis.

The Discussions Kick Off meeting will include...the Recommended Options submitted in the Prospective Contractor's proposal.

RECOMMENDED OPTIONS

Prospective Contractor proposes the following optional recommended services under a resulting contract:

Item Description:	Day Porter Services (Dedicated Part-Time or Full-Time Coverage)
How Will This Add Value?	Provides continuous daytime coverage for high-traffic facilities to maintain restrooms, common areas, trash removal, spill response, and general cleanliness and hygiene during operating hours. This "visible cleaning" improves public perception, health standards, and client satisfaction.
Schedule Impact:	Moderate. Coverage hours defined by facility needs (4, 6, 8, or 10+ hours/day).
Cost Details:	Estimated range: \$20 – \$35 per hour per porter, depending on region and coverage schedule.

Item Description:	Post-Construction, Renovation, and Facility Reset Cleaning
How Will This Add Value?	Specialized cleaning following construction or renovation projects. Prepares facilities for occupancy without requiring a separate vendor and accelerates operational readiness.
Schedule Impact:	Moderate to high, based on project timeline.
Cost Details:	Estimated range: \$0.25 – \$0.65 per sq ft per service.

Item Description:	Consumables Management Program
How Will This Add Value?	Management of breakroom supplies, restroom hygiene products and consumables will help to reduce supply shortages, standardizes hygiene systems, improves restroom reliability, and supports cost stabilization.
Schedule Impact:	Minimal. Integrated into existing service schedules.
Cost Details:	Cost-plus 8% – 12%

Item Description:	Small Facility / Low-Usage Location Support
How Will This Add Value?	Modified service structure for small offices, satellite buildings, and low-traffic facilities with limited square footage or infrequent occupancy. Provides cost-appropriate service levels for smaller or underutilized State locations without forcing a one-size-fits-all cleaning model. Improves budget alignment, standardization and service efficiency.
Schedule Impact:	Minimal. Typically, reduced frequency or condensed service windows.
Cost Details:	Flat monthly minimums: \$150 – \$500 per location, depending on size and access needs.

Item Description:	Post-Event and One-Time Special Use Cleaning
How Will This Add Value?	One-time cleaning services provided following meetings, public events, trainings, hearings, or other special facility use outside normal schedules. Allows Purchasing Entities to restore facilities to normal operating condition after events without engaging a separate vendor. Provides a clear, pre-priced option for unexpected or infrequent cleaning needs while maintaining facility appearance and readiness.
Schedule Impact:	Low to moderate. Services scheduled immediately following events or within the next available service window.
Cost Details:	Small meeting or event spaces: \$150 – \$500 estimated per occurrence Large events or multi-area use: \$25– \$55 per labor hour

PERFORMANCE STANDARDS

State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services that a Contractor provides. Performance Standards, along with stated damages, are not optional. The State does not assume interruptions in service or below-standard performance; however, potential recourse is identified in the case where performance standards are not met.

Per RFP Section, 2.6, In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.

Proposed Performance Standards are designed to measure overall contractor responsiveness, service continuity, documentation compliance, and repeat quality performance while still allowing reasonable opportunity to cure deficiencies before damages are assessed.

Criteria	Standard	Damages
<i>Example: Implementation</i>	<i>Completes all implementation activities by the Go-Live Date.</i>	<i>\$300 for each calendar day beyond the Go-Live Date whereby the Contractor fails to complete all implementation activities. Contractor will credit damages applied to the first submitted monthly invoice.</i>
Implementation/ Startup	Contractor completed mutually agreed onboarding, staffing and service launch by the established Go-Live Date of each awarded facility	\$300 per calendar day beyond the agreed Go-Live Date for failure to commence services, unless delayed by factors outside Contractor control.
Routine Response Time	Contractor acknowledges all routine service requests, complaints, or communications from State Entity within 4 business hours	\$25 per documented occurrence for failure to acknowledge within required timeframe after first warning in a billing cycle.
Emergency Response Time	Contractor acknowledges emergency service disruptions or urgent issues within 1 hour and initiates correction action promptly	\$100 per documented occurrence for failure to respond within required timeframe.
Inspection Compliance	Contractor completes scheduled inspections and maintains documented inspection reports as agreed with purchasing entity	\$25 per missed documented inspection.
Service Continuity/ Coverage	Contractor provides scheduled janitorial coverage on agreed services dates without unapproved service interruption	Credit equal to the prorated daily service value for each documented missed service occurrence.
Security/ Key Control Compliance	Contractor maintains compliance with key control, access credentials and facility security procedures	Actual cost of rekeying/ replacement if caused by Contractor negligence, plus \$50 administrative credit.

Repeated Quality Deficiency	Contactor maintains overall acceptable quality standards and does not exceed repeated unresolved inspection failure within a monthly billing cycle.	\$100 per repeated unresolved deficiency pater after documented notice and opportunity to fix.
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Executive Summary

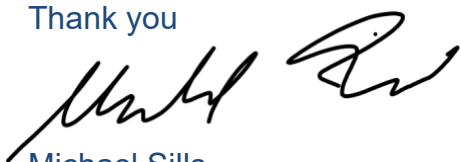
A Sharper Image has outlined the systems, management structure, reporting tools, training processes, communication protocols, and phased start up plan we will use to ensure this contract is managed with control and accountability.

Our focus is straightforward:

- Start facilities in a controlled manner
- Inspect and document quality, not assume it
- Communicate quickly and solve issues before they become repeated problems
- Train employees consistently and hold field staff accountable
- Provide the State with a janitorial contractor that remains engaged and consistent

At the end of the day, most janitorial contracts are judged by a few simple things, are the buildings clean, are issues handled quickly, and do participating entities feel supported. We feel like our plan will accomplish these goals and deliver dependable, scalable, and accountable statewide janitorial services.

Thank you



Michael Sills
President

A Sharper Image